Government of Kerala

Office Management Manual for Local Government Institutions

(Prepared by KILA under KLGSDP)

Printed and Published by:

Kerala Institute of Local Administration
Mulamkunnathukavu P.O. Thrissur, Kerala, India – Pin: 680581
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May 2017

GOVERNMENT OF KERALA

Abstract

Local Self Government Department - Kerala Local Government Service Delivery Project (KLGSDP) -Office Management Manual - Approved - Orders issued.

LOCAL SELF GOVERNMENT **(DA)** DEPARTMENT

G.O.(Rt)No.1699/2017/LSGD. Dated, Thiruvananthapuram, **24.05.2017**

Read :- (1) G.O(Rt) No.1652/15/LSGD dated 01.06.2015
(2) G.O(Rt) No.2420/16/LSGD dated 11.08.2016.
(3) Letter No. 49/2015/KLGSDP dated 17/04/2017 received from the Project Director, KLGSDP

ORDER

As per Government Order read as 1st and 2nd paper above, Manual Vetting Committee and Sub Committee were constituted for vetting and quality assurance of various manuals prepared under Kerala Local Government Service Delivery Project (KLGSDP). After a detailed deliberations on Manual, the Manual Vetting Committee held on 18.03.17 decided to approve the Office Management Manual and forwarded to Government for apex approval.

2) Government have examined the matter in detail and are pleased to approve the Office Management Manual prepared by Kerala Institute for Local Administration (KILA) under Kerala Local Government Service Delivery Project (KLGSDP).

By Order of the Governor
A.K.MOHANA KUMAR
Joint Secretary to Government

To

The Project Director, KLGSDP
The Director of Panchayats, Thiruvananthapuram,
The Director, Urban Affairs Department, Thiruvananthapuram.
The Director, KILA, Thrissur
The Director, Local Fund Audit, Thiruvananthapuram.
The State Performance Audit Officer (SPAO)
The Secretaries, All Districts Panchayats.(Through Director of Panchayats)
The Executive Director, IKM, Thiruvananthapuram,
Office Copy/Stock File

Copy to :-

Private Secretary to M(LSG&WM)
Personal Secretary to Principal Secretary, LSGD
Personal Secretary to Special Secretary, LSGD

Forwarded/By order,

Section Officer

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ACRONYMS

ADS	-	Area Development Society
AERO	-	Assistant Election Returning Officer
AFS	-	Annual Financial Statement
AMC	-	Annual Maintenance Contract
AN	-	Afternoon
ASPIO	-	Assistant State Public Information Officer
ATR	-	Action Taken Report
B&D	-	Birth & Death
CCTV	-	Closed Circuit Television
CDS	-	Community Development Society
CR	-	Confidential Report
CUG	-	Closed User Group
DCB	-	Demand Collection Balance
DCR	-	Decision Compliance Report
DD	-	Demand Draft
DO Letter	-	Demi Official Letter
D&O	-	Dangerous & Offensive
DMO	-	District Medical Officer
5'S'	-	Sort, Set in Order, Shine, Standardize, Sustain
FCGA	-	Functional Committee on General Administration
FN	-	Forenoon
FSC	-	Finance Standing Committee
FTR	-	File Transfer Register
GO	-	Government Order
GP	-	Grama Panchayat
HC	-	Head Clerk
HoI	-	Head of Institution
ID Card	-	Identity Card
IT	-	Income Tax
JS	-	Junior Superintendent
KPRA	-	Kerala Panchayat Raj Act
KSWAN	-	Kerala State Wide Area Network
LA	-	Legislative Assembly
LAN	-	Local Area Network
LCD	-	Liquid Crystal Display
LoA	-	Letter of Allotment
LSGI	-	Local Self Government Institutions
LSGO	-	Local Self Government Order
MARR	-	Monthly Administration Review Reports

MGNREGS	-	Mahatma Gandhi National Rural Employment Guarantee Scheme
MO	-	Meeting Organiser
MR	-	Movement Register
PAAR	-	Panchayat Annual Administration Report
PAU	-	Performance Audit Unit
PCDR	-	Personal Cash Declaration register
PFD	-	Proposal for Decision
POC	-	Pay Order Cheque
PR	-	Personal Register
RFR	-	Request for Remarks
QC	-	Quality Circle
RBIS	-	Relevant Background Information Statement
ROGS	-	Respective Officer Grama Sabha
ROPM	-	Respective Officer Panchayat Meeting
RTI	-	Right to Information
RTS	-	Right to Service
SC	-	Scheduled Caste
SOB	-	Standing Order Book
ST	-	Scheduled Tribe
TD	-	Tour Diary
TV	-	Television
TDS	-	Tax Deducted at Source
TQM	-	Total Quality Management
VPN	-	Virtual Private Network
VAT	-	Value Added Tax
WiFi	-	Wireless Fidelity

Chapter

1

Introduction

1.1. Background

The enactment of the Kerala Panchayat Raj Act, 1994 (herein after termed as Act) witnessed a paradigm shift in the administrative system of the Grama Panchayat Offices in the State. Unlike other Government offices, it is the headquarters of a Local Government, where an Elected Representative is the Executive Authority. The Panchayat, being a body corporate as per Section 5(1) of the Act, is entrusted with the responsibility in administration relating to local governance. The expansion of the Panchayat to self-governing institution with multifarious activities has necessitated an Office Management Manual for the Grama Panchayat.

The ultimate objective of all Government machinery is to meet the citizens' needs and to further their development and welfare, without undue delay. At the same time, those who are accountable for fair conduct of duties and responsibilities should ensure that public offices are managed with utmost care and prudence. This Manual is intended to promote and institutionalise the principles of good governance based on models emerged during the last two decades and also incorporating the Total Quality Management (TQM) principles.

Formats prescribed under various statutes and Government Orders which are commonly used in Grama Panchayat Offices are attached as **Annexure 1.1 to 1.38.**

Any registers in prescribed formats already in use in Grama Panchayats and for which no change has been suggested in this Manual shall be continued to be in use until otherwise changed by government.

1.2. Definitions

The terminologies used in the Manual shall have following definitions.

I. Act

Kerala Panchayat Raj Act, 1994 (Act 13 of 1994).

II. Allied Institutions

The institutions transferred by Govt. to Panchayats as per GO(p) No 189/95/LGD dt. 18.9.1995 and hitherto known as transferred Institutions shall be hereafter known as Allied Institutions.

III. Arising Reference

Any reference issued from the office which originates the file.

IV. Back File

The disposals containing decisions already taken, put up for reference to processing fresh cases, are called back files.

V. Current

Communications received in the office which is distributed to the sections with the dated seal and a number is called Current.

VI. Current Number

The number assigned to a current is called Current number.

VII. Current File

Current files are those on which action has not been completed. It consists of communications received and references issued on the subject. It is arranged chronologically from top to bottom, tagged and page numbered. A blue fly leaf is tagged to it as covering sheet.

VIII. Demi-Official Correspondence

A correspondence is called Demi-Official (DO) when Government Officers correspond with each other or with any member of the public on administrative or official matters, without official formality and with a personal touch, drawing personal attention to the matter under correspondence.

IX. Drafting

Drafting is the preparation of any communication which is proposed to be issued.

X. Enclosure

A communication or a statement or a plan, sketch or other document which is attached to another communication to supplement or elucidate the point is called an enclosure.

XI. File

A file consists of current file, note file and any previous papers and books including e-files put up for appropriate decisions by the authorities concerned.

XII. Flagging

Flagging is the process of attaching slips to the top of papers put up for reference in a file, with alphabetical letters or numerals inscribed

XIII. Linking

When one case has relevance in relation to another case, both the cases are submitted together and this process is called linking of files.

XIV. Local Self Government Order (LSGO)

Orders issued by the Secretary based on the decisions of the Panchayat/ executive orders of the President to allied Institutions for administrative purpose are called Local Self Government Orders.

XV. Meeting Organiser

An official assigned with duties of organizing a meeting and who shall be responsible for receiving and processing the data/information for the purpose of that meeting.

XVI. Notes

Notes are statements of analysis of the subject and suggestions regarding course of action, made by officials. It is prepared to facilitate the disposal of a file. Past history of the file, precedents, if any, the proposals in the current file etc. are to be mentioned in the note.

XVII. Note File

Note File is that part of a file with page numbers, which contains serially numbered notes, written by all officials including President. The note so entered shall be initialed, with date and name of the official making it, after affixing his/her designation seal.

XVIII. Office Order

An order in writing issued by the Secretary with the approval of President for transacting the functions of the Panchayat Office. Instructions for Internal Administration, Distribution of works among subordinate officers and Delegation of powers are carried out by Office Orders.

XIX. Official

Official means, appointed employees of the Grama Panchayat entrusted with any duty related to the Panchayat or Government or statutory commissions.

XX. Official Correspondence

A correspondence is called Official Correspondence, when one official addresses or is addressed by another official or by any public body or private individual in writing on any issues relating to the Grama Panchayat. Such correspondence shall become a public record.

XXI. Panchayat Office

The office of the Grama Panchayat notified under Section 4 (1)(a) of the Act.

XXII. Personal Register

It is the register maintained by clerks dealing with sections in office to record the details and the movement of manual files and status of communications received or sent and the nature of disposal.

XXIII. Quality Circle (QC)

QC is a voluntary group of officials in the Grama Panchayat to discuss and find solutions to their work related problems and to ensure quality of office functioning to the prescribed standard.

XXIV. Record Retention and Disposal schedule

A record retention and disposal schedule is a timetable that identifies the minimum length of time a record must be retained before it is destroyed or transferred to the archives.

XXV. Referencing

Referencing is the process of putting up in a file, previous correspondence, laws, rules, reports etc. required for decision making, flagging them, and indicating the fact in the margin of the note file.

XXVI. Running Note

It is a register maintained by clerks, for submission of their Personal Registers for periodical inspection to Supervisory Officials. Inspection notes and compliance reports are recorded on it.

XXVII. Section

The minor division of the office to deal with specific matters by a single official/ a group of officials under the supervision of a senior official assigned through an office order.

XXVIII. Tapal

All communications received in the office until registered in the front office is known as Tapal. It includes official, demi-official and unofficial communications, copies of electronic messages, petitions, applications, complaints, paper cuttings, etc.

Exclusion clause

i. In case of computerised office management, the procedures and documents prescribed in this Manual shall be suitably adapted to the computerized mode. In that case, hard copies of the documents referred in this Manual shall be maintained, only if specifically instructed. In other cases the format prescribed shall be invariably followed as e-documents and the control mechanism suitably ensured there in.

ii. Every effort has been made to use definitions established through legislation, and other guidelines on office management. Words and Expressions used but not defined in the Manual but defined in Kerala Panchayat Raj Act 1994, and the Rules there under shall have the same meaning assigned to them in that Act/Rules and Amendments there on.

iii. The Manual is an evolving document and the Director of KILA and Director of Panchayats will accept and incorporate valid suggestion and feedback.

Chapter

2 Office Procedures

The Grama Panchayats have to deal with several records which are to be properly processed for taking decisions, implementation and for service delivery. The procedure related to all these activities have been described here.

2.1. File Procedure

The file procedures of the Grama Panchayat can be broadly classified into two:

i. Specific File Procedures related to service delivery, and

ii. General File Procedures.

2.2. Specific File Procedures related to service delivery

i. For the services, if any included in the citizens charter of the Grama Panchayat /under the Right to Services Act mentioned in the **Annexure 2.1**, pre defined routine procedures shall have to be followed by the Grama Panchayat.

ii. In such cases the Tapal/application shall be directly transferred from Front Office to the concerned section, by the Front Office Assistant after preliminary verification and registration at front office.

iii. Specific time limit shall be prescribed by Secretary by Office Orders/LSGO for completion of process at each level including field enquiry to ensure service delivery within the prescribed period.

iv. The services including payments shall be made through Front Office only. Movement of public to the main office can be restricted by effective functioning of front office. If any person makes enquiries related to any subject under

process in main office, the Front Office Assistant shall gather information from the section through message book as given in **Annexure 2.2** and it shall be passed on to the person.

v. Quantum of applications usually received in office and availability of officials to process the same at each stage shall be logically considered when such time limits are prescribed.

vi. Special care shall be taken for delegation at appropriate tiers for processing the application, if the designated official is absent over a period of time due to exigencies.

vii. If delay occurs at any levels, the concerned officials at the concerned level shall be held personally responsible for the delay, if any caused in final service delivery.

viii. The processing of all applications in this category shall be closely watched by sections dealing with the subject and the HC/JS shall ensure it by regular monitoring.

ix. Issual of various certificates based on available records in office and requiring no field enquiries may be automated. Such automated/computer generated certificates shall be made available on line with the digital Signature of the Secretary/designated authority.

x. Check list shall be prepared for all such applications prescribing the model procedure by the Panchayat Director with the academics support of KILA and with the approval of Government, it shall be published in the website of the Panchayat and LSGD.

xi. Regular updation on such checklist shall be made by Panchayat Director with the academic support of KILA.

2.3. General File Procedures

It will include all Tapals, other than applications for which specific file procedures are prescribed (para 2.2 above), shall also be entered in the Registration cum Distribution Register given in **Annexure 2.3** and shall be processed, by following the general file procedures prescribed

2.3.1. Reception and Distribution of Tapals

i. All tapals received by the Grama Panchayat shall be processed only after registering them in the Registration cum Distribution Register (**Annexur 2.3**).

ii. If the communication is received through e- mail and the same need processing, a print of it shall be taken and registered. An official shall be entrusted specially to check e-mails and to take printouts.

iii. All Tapals received by the Grama Panchayat, other than those specified in para 2.2, shall first be registered and then placed before the Secretary/the President through the HC/JS, before distribution to concerned sections.

iv. The HC/JS/Secretary/President shall initial the Tapal with date on its margin. If required brief notings shall be made on margin of the current so received. Such notings shall be considered as instructions on record, and the compliance of the same shall be ensured by the concerned sections by due file process.

v. The JS/HC shall ensure distribution and acknowledgement of the current to the concerned section through Registration cum Distribution Register. He/ She shall record a certificate of having completed such distribution and acknowledgement in the last part of Registration cum Distribution Register for each date.

2.3.2. Processing Stages

i) Tapals received and entered in the Registration cum Distribution Register shall be distributed to the official concerned, according to the division of responsibility as per the Office Order.

ii) The official assigned with the responsibility of the concerned subject shall then follow the process as given below.

iii) Currents with specific direction, if any, received shall be processed accordingly. The Section Clerk/official who receives the currents shall enter the details in his Personal Register, given in **Annexure 2.4**, immediately and any delay or omission in this regard shall be considered as a serious offence, warranting disciplinary action.

iv) Currents entered in the Personal Register shall be processed and submitted to the Supervisory Officer by the Section Clerk/Official with note file in any case within not exceeding 5 days of receipt of the current.

v) If there is a current file dealing with the subject of the current received, action will be taken on that file after attaching the current to that file.

vi) If the current is on a new subject, a new file will be opened with the current as the originating reference and its number as the file number.

vii) The Supervisory Officer shall scrutinize the file and submit it to the Secretary with his specific remarks.

viii) Based on the orders of the Secretary, draft letter/order shall be prepared along with the file and submitted again for approval.

ix) In all required cases the file shall be submitted to the President by the Secretary with his advice and suggestions on future course of action. The President shall record his/her opinion/orders in the note file so submitted.

x) Oral instructions/orders given by Elected Representatives, if any, shall be confirmed in writing before implementing it. It shall be done by requesting the Elected Representative to give his instruction in writing to the Secretary. Such written instructions will be brought to the notice of the President. The Secretary will give due regard to the written instruction so obtained. If the instruction contravenes the statutory provisions, the fact will be brought to the notice of the Elected Representative.

xi) In any file, whenever the course of action to be adopted is obvious or if it is for providing further information, a draft may also be put up by the section along with the note submitted for orders. The Secretary/President may pass the draft, modify it, amplify it or ask for further information.

xii) On matters of urgent nature and time bound compliance report sought cases (e.g. those related to Threat to Life and Property, Information on Illegal Activities, Communications from Judicial Forums, Legislative Assembly Interpellations, Directions from Election Commission and Government, etc) action shall be taken immediately, after registering it, giving due regard to the gravity of the subject matter.

2.3.3. Current file

i. The papers of the current file shall be arranged in chronological order in which they are registered in the Personal Register and page numbers shall be given. Both sides of the papers in files shall be numbered even if it is blank.

ii. Currents relating to pending case are to be attached with the current file and action taken. The Current file may be given a blue fly leaf at the beginning.

2.3.4. Note file

i. Notes are to be written in separate paper by leaving 1/3rd margin. A yellow fly leaf shall be tagged at the top of the Note file. On the head of the first page of the note file the current file number, the subject as entered in column 4 of the Personal Register, the reference of the communication on which the file originates are to be given in red ink. Notes can be either hand written in blue/black ink or printed.

ii. The aim of a note is to present the facts in the most intelligible, condensed and convenient form and to highlight the relevant points, so as to help the decision taking authority to take a quick and correct decision.

iii. Files connected with the subject under consideration, references, back files and statutory provisions, shall be quoted in notes. The relevant sections/ rules of concerned Act/Rules or Govt. directions shall be referred to in the note.

iv. There is no necessity to reproduce the matter contained in the current file. It should, of course, supply deficiencies or omissions and correct any error or explain any ambiguity in the current file, and draw attention to points on which further information may be necessary before orders can be passed.

v. If a report is complete, accurate and clear, a short note summarizing the salient points on which orders should be passed will be sufficient. The section should ensure that the notings are in conformity with the relevant statutes in force.

vi. It is not necessary to set forth afresh any summary of facts or discussions of principles which already exist in an adequate form in the concerned file. It

will be sufficient to draw attention to the relevant part of the file and then add such fresh matter as may be required without overlooking any new points.

vii. The note connected with the subject shall run continuously from the inception till conclusion of the file. Each paragraph of the note is to be serially numbered. No note should end at the end of a page.

viii. For every statement made in the note, except expressions of opinion, an authority must be cited. If such an authority is to be found in the current file, the page number and if found in note file, the relevant paragraph number shall be referred. Separate page numbers shall be given to Note File.

ix. The notings shall be authenticated by putting dated initials and by affixing seal containing name and designation of the Official/Elected authority.

2.3.5. Referencing

i. After entering a current in the Personal Register, the Section Clerk shall study it in detail and see whether any previous papers are required to process it. The previous correspondence or relevant papers bearing material relevance on any points in the file under consideration shall also be referred and considered.

iii. All references shall be made in the body of the Note. At the end of each sentence, within brackets the number or letter borne by the flag attached to it shall be noted.

2.3.6. Linking of Files

i. While processing a file, if it becomes necessary to refer a matter contained in another file, which has not been closed, the two files will be linked. The file so linked for reference will be placed below the file under consideration without the two files getting mixed together.

ii. Files are to be linked only if it is absolutely necessary to process the subject. If a linked file is referred in a case, the current number of that file shall invariably be referred so that it could be easily identified when it is detached or closed. When the principal file and the linked file bear on the same subject and a single conclusion could be possible on both the files, they should be combined and dealt with as a single file by clubbing them together. It can be done after making necessary alterations to references, page numbers, etc. and by making necessary entries in the Personal Register.

2.3.7. Flagging

i) Every file/document attached for reference shall be flagged

ii) No flag shall be attached to the Current or Note Files themselves.

iii) When reference to a paragraph in note file or communication in current file is to be made, the same shall be done by quoting the concerned paragraph number/page number.

iv) Reference to the flag/paragraph number/communication shall be made in the note file.

v) Maps and statements shall be flagged.

vi) Flags shall be arranged in alphabetical order from top to bottom, in such a way as readily to catch the eye, without one flag covering the other.

2.3.8 Forms of Correspondence

As part of file process the following forms of correspondence shall be made.

2.3.8.1. Letter

All official correspondence whether to non-officials or subordinates or higher authorities shall be made in the form of letter. Letter form shall be used in the cases for correspondence with Government, the PSC, an Officer not in the administrative control of the Government of Kerala, the Vice Chancellor or Registrar of the University, MLA, MP, The President or Chairman or Secretary of any Local Self Governing Institution or Co-operative Society, a Non Government Organisation or society of distinction.

2.3.8.2 Proceedings

When the Head of the Institution takes an important decision or records his decision in exercise of a statutory power, such order is communicated in the form of proceedings.

2.3.8.3 Memorandum

It is used only for internal use of office such as to communicate and call for information between the sections of the same office. Charge memo and show case notice are issued in the Memorandum Form.

2.3.8.4 Endorsement

When a paper or its copy is to be sent to a subordinate office for information or remarks or disposal, it is sent in the form of an Endorsement.

2.3.8.5 Demi-Official Letter (DO Letter)

When an officer personally correspond with another officer or non official without the formalities of official procedure with the intention of interchange of opinion or information or with a view to get the personal attention of the officer concerned, DO letter form is used. In this form the salutation shall be by name /Sir depending on status of the addressed authority and shall be sent in the name cover of the addressed official. The subscription shall be "with regards, yours sincerely".

2.3.8.6 Circular

Important instructions of a standing nature to be uniformly followed by various authorities/subordinates are communicated in the form of a circular.

2.3.8.7 UO Note

It is used to get advice views, concurrence, or comments of Allied Institutions or other sections in office if so required in a file.

2.3.8.8 Office Order

Orders delegating duties and responsibilities to subordinates in office are issued in the form of Office Orders.

2.3.8.9 Local Self Government Order (LSGO)

i. Orders issued by the Grama Panchayat based on the decisions of the Grama Panchayat/executive orders of the President shall be in Local Self Govt. Order form and it shall have the abbreviation LSGO number and it shall bear the name of the Grama Panchayat and date.

ii. The concerned Grama Panchayat Resolution No /Note issued by the President shall be quoted in the reference portion of the LSGO and it shall be signed by the Secretary.

iii. It shall be issued to Allied Institutions and officers under the control of the Panchayat. Administrative decisions taken by the Grama Panchayat shall be issued in the form of LSGOs.

iv. It shall be issued in consecutive serial numbers for a calendar year and a register in the format given as **Annexure 2.5** shall be maintained by the Secretary for allotting numbers to the LSGOs for each year.

v. All LSGOs issued in a calendar year shall be kept as a bound volume in office.

2.3.9 General Principles of Correspondence

1. The correspondence in all forms shall have the number of the file from which it is originated or a serial number and shall bear the date in which it is approved by the issuing authority.

2. The contents in any communication must be complete, condensed and without too much enclosures.

3. Repetition and unnecessary details shall be avoided and as far as possible one topic will be included in one communication.

4. The Head of office shall sign fair copies of letters addressed to higher authorities. In other cases it shall be signed, by the officer to whom this power is delegated.

5. The communication shall bear the name and designation of the official who approved it and also the name and designation of the official signing the fair copy.

6. All communication shall be issued in the name of Head of the office.

7. All proceedings shall be signed by the Head of Office. If the Head of Office does not sign the letter, the word 'for' should be entered before the designation and authorized person should sign it with his/her name and designation.

8. Communication to the High Court shall be addressed to the Registrar and letters to PSC shall be addressed to the Secretary.

9. The prefix Sri, Smt, Kumari will be used as form of address, before the name of the addressee.

10. The salutation of letters shall be 'Sir' or 'Madam' and the subscription shall be 'Yours faithfully'.

11. Amount, if any, specified in the communication shall be written in figures and words.

2.3.10 Dispatch

1. After taking the fair copy of the correspondence, it shall be carefully compared with the draft by the Section Clerk and it shall be submitted for authentication with the initials of the Section Clerk below the left hand side of the designation part of authentication. When fair copies of DO letters are compared the fact shall be noted in draft with initials of the Clerk.

2. The dispatch shall be made by e-mail/local delivery/post/FAX.

3. When communication is sent by e-mail as an attachment, a protection clause quoting the relevant parts of IT Act 2000 shall be incorporated. The subject part of the communication shall be briefly noted in mail. The date and time of sending mail shall be noted in the draft copy.

4. Communications addressed to offices in local areas shall be delivered through local Letter Delivery Book as given in **Annexure 2.6**

5. Communications send by post shall be entered in the Dispatch cum Stamp Account Register as given in **Annexure 2.7**

2.4. Movement of Files

The procedure for file movement within the office, between Allied Institutions, and other offices shall be as given below.

2.4.1. Within the Office

i. The JS/HC shall maintain a File Transfer Register (FTR) to record and to effectively watch the transfer of files between sections in office and Allied Institutions (**Annexure 2.8** for specimen of FTR).

ii. The JS/HC shall prepare a monthly statement of such files transferred and are pending return.

iii. Whenever files are transferred from one section to another section or Officer (for obtaining remarks for further action, for field enquiry or for completion of action), it shall be through FTR.

iv. The monthly statement of such file movement will be included in the monthly Performance Evaluation Report of staff prepared by HC/JS for presentation in staff meeting. All files of the Allied Institutions of Grama Panchayat shall be maintained by the concerned officials of such Institutions.

v. When decisions of the Grama Panchayat are required, on any subject, handled by such Allied institutions the concerned file shall be submitted to the Grama Panchayat through the Secretary.

vi. The file shall be sent with notings and its movement shall be watched through FTR kept by HC/JS.

vii. The proposal for Grama Panchayat Resolution shall be submitted by the concerned head of Allied Institution along with, written draft agenda notes and advice for taking decision.

viii. The Secretary in consultation with the President shall make arrangements for inclusion of the proposal in the Grama Panchayat meeting as an Agenda item.

ix. The Secretary will record his/her opinion on such proposals in the agenda note, if he/she feels so. The President may require the concerned officer who submitted the proposal for decision to be present in the Grama Panchayat meeting where the agenda is taken for discussion to clarify any point that may arise.

x. After the decision is taken, the file shall be returned to the concerned officer with a copy of Grama Panchayat Resolution. Notings regarding Grama Panchayat Resolution No, date and FTR Sl. No. shall be entered in the note file by the Secretary.

xi. Under no circumstances a separate file shall be originated in the Grama Panchayat to process the proposal for decisions received from the Allied Institutions of the Grama Panchayat.

xii. Transfer of tapals/files/ for field enquiry, etc. to and from the Allied Institutions to the Grama Panchayat shall be through the FTR.

xiii. Communications/transferring of files with the Implementing Officers and Officers whose services are not transferred to the Grama Panchayat shall be made through letters.

2.4.2. Movement of files of Engineering Wing

Flow of files of the Engineering Wing of Grama Panchayat shall be as follows:

i) Files relating to Public Works shall be originated and processed in the Engineering Wing of the Grama Panchayat.

ii) If decision of the Grama Panchayat is required, the file shall be sent to the Secretary through the FTR. It shall be returned to the Engineering Wing with a copy of the resolution of the Grama Panchayat.

iii) After completion of the work, the work file with Measurement Book and all connected records shall be kept in the Engineering Wing.

iv) The onus of producing the files for audit and inspection solely lies with the concerned officer in the Engineering Wing.

v) Files/Tapals relating to Building Permits etc. given to Engineering Wing for enquiry/report shall be through FTR.

2.4.3. Transmission of Files to Judicial forums

i. The Secretary shall hand over the attested copies of records/files to the entrusted counsel, for conducting cases on behalf of the Grama Panchayat.

ii. Whenever files or records in original are sought by the following authorities, photostat copies of such files/records shall be taken and kept in office duly attested by the Secretary, before handing over original files/records to:

   a. Any Court of Law,

   b. Ombudsman and Tribunal for LSGIs,

   c. Advocates handling Grama Panchayat's cases, or

   d. Vigilance Department authorities etc.

iii. Acknowledgement for the files so transferred shall be obtained and filed with the photostat copy of the file/record.

iv. The Secretary shall ensure receiving back of such original documents after reference, from concerned forums, by regular follow up.

2.5. Completing the action

The action on a file shall be completed, when the subject dealt with it is processed resulting a decision/service delivery, after fulfilling all formalities. Such decisions shall be communicated to all concerned for execution/compliance before closing the file. When action on a file is complete and no further steps are called for in it, the file shall be closed and stored in the record room in accordance with the Record, Retention and Disposal schedule as given in **Chapter 3.**

2.6. Conduct of suits

2.6.1. Filing suits by Grama Panchayat

Grama Panchayats may be required to seek legal opinions and/or file suits/ appeals before any judicial or quasi-judicial forum to protect the interest of the Grama Panchayat. The Secretary shall propose a panel of lawyers to the Grama Panchayat for consultation/engagement. A lawyer shall be consulted/engaged as per the decision of the Grama Panchayat, as its standing counsel.

The general procedures for filing of suits are given below and if any special procedure needs to be followed for any particular forum, the same should be duly adopted.

2.6.2 General Procedures for Filing of suits

The Secretary shall

a. Prepare Statement of Facts with respect to the matter for which the suit has to be filed. It shall include

   - name and address of the parties against whom suit is to be filed,
   - facts of the suit,
   - cause of action,

- right of the Grama Panchayat in the matter,
- duties of the Grama Panchayat in the matter,
- infringement done by the opposite party and
- the relief sought for from the opposite party/parties.

b. Keep a copy of the Petition/Complaint/Plaint etc. with the records.

c. Hand over copies of the documents supporting the suit

d. Maintain suit register as given in **Annexure 2.9** with required details.

2.6.3. Defending suits filed against the Grama Panchayat

a. If any suits are filed against the Grama Panchayat, on receipt of notice from the Judicial forum concerned, the Secretary shall take steps to engage Counsel with the approval of the Grama Panchayat to defend the case and give *vakalatnama* to the Counsel for contesting the case. Along with the *vakalatnama*, para wise comments with respect to the Petition/Complaint/Plaint etc. shall also be given to the Counsel.

b. Copies of documents supporting the defence of the Grama Panchayat shall also be given.

c. The Secretary shall make all efforts to brief the standing counsel about the facts of the case.

2.6.4. Conduct of suits-follow up action

a. The Secretary shall verify and confirm the posting date of the suit.

b. Before each posting date, the Secretary shall contact the Counsel and assist her/him in the conduct of the suit.

c. On the disposal of the suit, the Secretary shall take steps to obtain a certified copy of the Judgment/Decree and preserve the same along with the suit file.

d. If the suit goes against the Grama Panchayat, the Secretary shall consult the counsel and seek opinion regarding appeals and shall be diligently acted upon, after due reference to the Grama Panchayat, to safeguard the interests of the Grama Panchayat.

2.7. Retention and Disposal of closed files

(i) Through Office Order, the Secretary shall entrust an officer as record keeper for upkeeping of the record room.

(ii) As per the orders of the Secretary, the files shall be closed and they shall be handed over to the Record Keeper by the concerned Section Clerk.

(iii) The Record Keeper shall enter the receipt of files/records in the Record Register.

(iv) Depending on the nature of the records, some are to be retained permanently while some others are to be maintained for different periods as given in Record, Retention and Disposal Schedule as given in **Chapter 3**.

2.8. Destruction of Files

i. On expiry of the period prescribed for its preservation, closed files shall be destroyed.

ii. A list of records under each category to be destroyed shall be prepared and put up for the approval of the Secretary. The Secretary, with the approval of the President shall take steps for destruction.

iii. Any disposal, which is relevant for further reference or bearing connection to a pending file and the maintenance of the same is helpful for further course of action on such pending files, shall not be destroyed, The Secretary shall order for maintenance of such disposals for required periods by ordering a change in the nature of disposal and making necessary entries to this effect in concerned registers.

iv. Closed files shall be kept in record room based on nature of disposals ie. Disposals like LDs, KDs etc shall be arranged separately on the basis of chronological order of date of disposal so as to trace out easily for further reference and for selection for destruction on completion of prescribed period of retention.

v. After destroying the files, a certificate shall be entered in the list to the effect that all closed files, listed category wise, have been destroyed. This list along with the certificate shall be kept permanently in the record room. Certification shall also be made in Disposal Register.

2.9. Inspection and Audit

I. All Section Clerks shall

a. maintain Personal Registers, work diaries and running notes.

i. Purpose of Personal Register is to watch timely action on currents and files handled by the Section Clerks.

ii. Work diary shall be maintained by all officials including Secretary. It will be used to record all the official works attended by officials on daily basis. It will include attending files, Field duties, attending meetings/training programmes, Official tours, Reminders, Duty, if any, attended at extra office hours or holidays, leave availed etc. It will be maintained in the format as given in **Annexure 2.10.** The left hand side of the register will be in the form of the format and right hand side will be provided for making notes.

iii. Running notes shall be maintained by Section Clerks to submit Personal Register and work diary for inspection.

iv. Personal registers and work diaries shall be inspected by the Secretary monthly and by HC/JS fortnightly on the due dates, prescribed by office orders.

b. A certificate to the effect that all Currents received since last inspection have been entered in Personal Registers, shall be made by the Clerk in the Personal Register when it is put up for inspection.

c. The Inspecting Officer shall note down her/his remarks and directions on the running note. He shall also initial the Personal Register.

d. The Clerk shall take follow up action on directions and submit compliance report, in running note within three days of inspection to the concerned Officer.

e. Finance Standing Committee shall conduct internal audit of accounts and vouchers in every month.

Chapter

3 Record Management

3.1 Record Room

i. For the safe custody of Documents and Records and its hassle-free retrieval for reference, a fully furnished record room shall be arranged in all Grama Panchayat Offices with facilities for keeping both manual and digital records.

ii. A portion of record room shall be set apart for keeping stock files of important orders and Circulars and other important records pertaining to the gramaPanchayat and that shall be neatly arranged subject-wise.

3.2 Arrangements for Record Management

The Secretary shall entrust an employee not below the rank of a clerk as record keeper .

The record keeper shall ensure that,

i. All closed files and outdated records are timely transferred to record room with proper acknowledgements in the Personal Registers of concerned Section Clerks

ii. Classification of the documents and proper storage of the same in record room is arranged.

iii. Record room is maintained neatly and systematically.

iv. Vacuum cleaner is used to remove dust periodically.

v. Adequate pest control measures are taken for safety of the records.

vi. Suggestions for providing facilities in record room in tune with changes in record management is made

vii. Steps are taken for digitalisation of records with the guidance of Nodal Officer for computerisation

viii. Taking out of any records for reference and its timely return are watched by proper recordings and acknowledgements through requisition slips duly authenticated by the HC/JS.

ix. Time barred records are destroyed periodically after fulfilling the prescribed formalities.

ix. Efforts shall be made for digitalization of manual records, and making them available in website .

3.3 Record, Retention and Disposal Schedules

There are two types of record retention schedules that apply to the Grama Panchayat's records. The first is a 'general schedule' which includes guidelines for record series maintained by most of the Grama Panchayats in general.

Examples of records described in the general schedule are employee personal records, audit reports, budget preparation records, records related to service delivery etc.

The second type of schedule is an 'office specific schedule' which contains retention and disposal requirements for record series that are unique to the Grama Panchayat. 'Office specific schedules' deal with records not listed in the 'general schedule'.

Records should only be destroyed systematically and under an approved records retention program. Grama Panchayat should avoid selective destruction and selective retention.

As far as possible the element of subjectivity and discretion must be reduced while retaining or destroying records. When determining minimum retention periods and final disposition requirements, the value of records can be classified into four categories:

- Administrative value
- Fiscal value
- Legal value
- Historical value

3.4 Documents with Administrative value

It relates to how long the Grama Panchayat needs to retain a record series to meet its own working needs. Administrative value pertains to the need for records in performing current work as well as in performing future work. Records with administrative value can be policy records that document how a Grama Panchayat functions and how it is organized. Policy records normally have long term or permanent value and they include:

- Minutes books of Grama Panchayat and its Standing Committees
- Minutes books of Grama Sabha
- Byelaws, Notifications of Grama Panchayat
- Plan Document, Development Report
- Grama Panchayat's Annual Administration Report (PAAR)
- Citizens charter
- Legal opinions
- Ownership records, title deeds.

Most records with administrative value are not policy records. The majority are operational records that document the implementation of a Grama Panchayat's policies. In most cases the primary administrative value of records will be exhausted when the transactions to which they relate are completed. As a general rule file activity can be used to guide retention requirements for operational records. When office staff no longer need to refer to a particular record series, the administrative value diminishes and the records are probably ready for final disposal.

3.5 Records with Fiscal Value

Records with fiscal value document a Grama Panchayat's financial transactions. Budgets, payrolls, Annual Financial Statements, vouchers, cash book etc. are examples of records that have fiscal value. Retention periods for records with fiscal value are most often determined by audit requirements.

3.6 Records with Legal Value

Records with legal value can take two forms. Some records have intrinsic legal value because they contain evidence of legally enforceable rights or obligations of the Grama Panchayat. The other form is statutes and regulations among records having intrinsic legal value are:

- Documents showing the basis for action (legal decision, opinions)
- Legal agreements (contracts, titles, leases)
- Records of actions taken in particular cases (claims, etc).

Records with intrinsic legal value particularly those that document the legal rights of citizens, often have enduring value and should be considered for transfer to the State Archives. Legal value can also take the form of statutes and regulations that set legal retention periods for some records. Records retention can be inferred, however, by the need to provide evidence of a particular action. It is imperative to consider the legal retention requirements of records. It makes retention scheduling easier and more effective.

3.7 Records with Historical Value

Records with historical value should also be considered before determining the final disposition of a record series. Even though records might have lost their legal, fiscal or administrative value it might be possible that they still have historical value and for this reason should be retained. Records that contain authentic evidence of the Grama Panchayat's organisation, function, policies, decisions, procedures, operations, or other activities have some historical value. These records usually show Grama Panchayat's history, its administrative development and its present oganisational structure. The records that are identified as historical records and which are not used in the Grama Panchayat's daily operations should be transferred to the Grama Panchayt's archives.

A model retention schedule is given below. This is not an exhaustive list. The Grama Panchayat shall prepare a list by surveying the records available with the Grama Panchayat and shall finalise their own retention schedule.

3.8 Model Retention schedule			
Category of Disposals			
	Abbrevation	**Full Form**	**Period of Preservation**
	N Dis	Net Disposal	The current is dispatched in original to another office with an endorsement.
	L Dis	Lodge Disposal	Closed file is to be preserved for 1 year
	K Dis	Keep disposal	Closed file is to be preserved for 3 years
	H Dis	Hexa disposal	Closed file is to be preserved for 6 years
	D Dis	Destroy Disposal	Closed file is to be preserved for 10 years
	T Dis	Twenty year Disposal	Closed file is to be preserved for 20 years
	R Dis	Retain Disposal	Closed file is to be preserved permanently

	Name of Files		**Disposal Category**	**Preservation Period**
I	**Civil Registration**			
	1	Reporting forms for Birth/Death/Still Birth/Marriage Registration	R	Permanent
	2	Applications for Birth/Death/Still Birth/Marriage Certificates	L	1 Year
	3	Applications for name inclusion	H	6 Years
	4	Applications for correction in Registers	D	10 Year
	5	All other applications related Civil Registration	K	3 Years

Social Security Pensions / Unemployment Allowance				
	1	Applications for various SS Pensions / Unemployment Allowance	H	6 Years
	2	All other applications related SS Pensions / Unemployment Allowance	K	3 Year
Building Permit / Building Numbering / Property Tax				
	1	Application for NOC /Permit for construction/Land Development	D	10 Years
	2	All other permits (Digging of well, construction of compound, fencing etc.)	H	6 Years
	3	Application for permit for Telecommunication Tower	R	Permanent
	4	Application for transfer of permit	H	6 Years
	5	Application for alloting door number	H	6 Years
	6	Application for change of ownership	H	6 Years
	7	Application for vacancy remission	K	3 Years
	8	Application for exemption of Property Tax	K	3 Year
	9	Application for cancellation of building number	D	10 Years
	10	Appeal on property tax assessed by the Secretary	H	6 Years
	11	Application for Ownership/Residential/BPL Certificate	L	1 Year
D&O Trade License				
	1	Application for D&O Trade Lincense	H	6 Years
	2	Application for license to quarries	T	20 Years
	3	Application for license to private/public markets/burial shed	T	20 Years
	4	Application for license to start slaughter house	T	20 Years
	5	Application for license to private bus stand	T	20 Years
	6	Application for license to start Live Stock Farm	T	20 Years
	7	Application for license under PPR Act	D	10 Years
	8	Application for license to start cinema theater	R	Permanent
	9	Renewal of all licenses	K	3 Years
	10	Application for Registration of tutorials	D	10 Years
	11	Application for Registration of private hospitals & paramedical institutions	T	20 Years
	12	Application for license to dogs & pigs	K	3 Years
Others				
	1	Complaints from public	K	3 Years
	2	Public Work File (Full File)	T	20 Years
	3	Vouchers	T	20 Years
	4	Cash Counterfoil/Manual receipt book	T	20 Years

	5	Files related to Delimitation	R	Permanent
	6	Files related to Election	D	10 years
		Registers		
	1.	Agenda Register	D	10 Years
	2.	Agreement Register	T	20 Years
	3.	Application Register for Labor card	H	6 Years
	4.	Application Register for Social Security Pensions	T	20 Years
	5.	Application Register for unemployment wages	T	20 Years
	6.	Aquittance Register	R	Permanent
	7.	Arrear Demand Register	D	10 Years
	8.	Assessment Register	R	Permanent
	9.	Asset Register	R	Permanent
	10.	Attendance Register (Panchayat Members)	D	10 Years
	11.	Attendance Register (Panchayat Staff)	R	Permanent
	12.	Attendance registers for standing committee meeting	D	10 Years
	13.	Attendance registers for working committees	H	6 Years
	14.	Auction Register	T	20 Years
	15.	Audit Recovery Register	R	Permanent
	16.	Bank book	D	10 Years
	17.	Birth/Death/Still Birth/Marriage Registers	R	Permanent
	18.	Building Demolished Register	R	Permanent
	19.	Cash Book	R	Permanent
	20.	Casual Leave Register	H	6 Years
	21.	Certificate Issue Register	H	6 Years
	22.	Charge Handover Register	R	Permanent
	23.	Complaint Register	H	6 Years
	24.	Decision Register	R	Permanent
	25.	Demand Register	D	10 Years
	26.	Disciplinary Action Register	R	Permanent
	27.	Distribution Register	T	2o Years
	28.	Front Office Diary	H	6 Years
	29.	Grama Gabha Minutes	H	6 Years
	30.	Increment Register	T	20 Years
	31.	Incumbency Register	R	Permanent
	32.	Indemnity Bond/NLC/LC Register	R	Permanent
	33.	Inspection Register	T	20 Years

	34.	Application Register for Job under MGNREGS	D	10 Years
	35.	Job card register under MGNREGS	D	10 Years
	36.	Loan register	R	Permanent
	37.	Local Deliver Book	D	10 Years
	38.	M book stock Register	T	20 Years
	39.	Measurement Book	T	20 Years
	40.	Meeting Notice Books	D	10 Years
	41.	Minutes Book of Panchayat	R	Permanent
	42.	Minutes Book of Standing Committee	R	Permanent
	43.	Minutes Book of Steering Committee	D	10 years
	44.	Minutes Book of Staff Meeeting	T	20 years
	45.	Minutes Book of Meeting of Heads of Allied Institutions	T	20 years
	46.	Movement Register	D	10 Years
	47.	Muster roll Register-MGNREGS	D	10 Years
	48.	Office Order Book	R	Permanent
	49.	Building Permit Application / NOC Application Register	R	Permanent
	50.	Personal register	T	20 Years
	51.	Procurement committee minutes book	T	20 Years
	52.	Project Register	D	10 Years
	53.	Prosecution Register	R	Permanent
	54.	Recovery Register	T	20 Years
	55.	Register of D&O Licence	T	20 Years
	56.	Register of Royalty collected & Permitted	T	20 Years
	57.	Register to street light	R	Permanent
	58.	Registers of certificate and stamping by Veterinary Surgeon	H	6 Years
	59.	Registers related to Election	R	Permanent
	60.	River Management Fund Remittance Register	T	20 Years
	61.	RTI Register	T	20 Years
	62.	Sand pass application register	D	10 Years
	63.	Sand pass issues register	T	20 Years
	64.	Security Register	T	20 Years
	65.	Service Register	R	Permanent
	66.	Social Audit committee minutes book	D	10 Years
	67.	Stake Holder meeting minutes book	D	10 Years
	68.	Despatch cum Stamp Account Register	T	20 Years
	69.	Stock Registers	R	Permanent

	70.	Telephone Message Register	K	3 Years
	71.	Tender Register	T	20 Years
	72.	Traders List	H	6 Years
	73.	UA Building Assessment Register	R	Permanent
	74.	Vacancy Remission Register	D	10 Years
	75.	Work Register	T	20 Years
	76.	Working group minutes book	D	10 Years
	77.	Write Off Register	D	10 Years

Chapter

Panchayat and its Committee Meetings

4

4.1 The Committees

i. The following committees are envisaged in the Act to help the Grama Panchayat in decision making and in effective discharge of its functions.

ii. (**Box 4.1**)

Name of Committee	Section of KPRA
Standing committees	Sec. 162
Steering committee	Sec. 162B
Functional Committees	Sec. 163
Management Committees	Sec. 164 and 173A
Sub Committees	Sec. 164 & 3A(6)
Ward Committees	Sec. 164(2)
Jagratha Samithi	Sec. 164A

iii. The structure and the procedure for conducting the meetings of the committees are stipulated in the Act and relevant Rules.

iv. In order to further broaden the scope of people's participation in local governance other forums such as Ayal Sabhas and Ward Vikasana Samithis are also functional within the Grama Panchayat.

4.2. Annual Meeting Schedule

To ensure forward and backward linkages between these committees so as to ensure effective decision making by the Grama Panchayat the following arrangements shall be made:

a) Appointing Meeting Organizers: The Grama Panchayat shall designate a suitable official as the Meeting Organizer for each such committee to assist the Chairpersons, in the conduct of the meetings.

b) Such Meeting Organizers shall be selected from among the staff of Grama Panchayat Office or Allied Institutions of the Grama Panchayat and shall be assigned specific duties.

c) Such Meeting Organisers, shall have adequate independent responsibility for correspondence with the approval of the Chairperson of the concerned committee and maintenance of records relating to the functioning of such committees.

Assistant Secretary/a senior Official of the Grama Panchayat Office shall be the Meeting Organiser for Grama Panchayat Meeting, and shall perform such duties as entrusted by the Secretary.

4.3 Publishing the Annual Meeting Schedule:

1. The Grama Panchayat shall prepare and publish annual calendar of meetings of the committees by 15th December for the ensuing calendar year. When such a calendar is prepared the required minimum number of meeting as per the provisions of the Act and Rules in a month/year shall be ensured.
2. The calendar shall also include dates of monthly staff meetings, monthly meetings of Heads of Allied Institutions and Grama Sabas.
3. The Calendar shall be published in website and copy of it shall be communicated to all Heads of Allied Institutions and District Performance Audit Officer and Deputy Director of Panchayats.
4. It shall be ensured that all standing committee meetings, staff meeting and meeting of Implementing Officers are held before 10th of every month.

4.4. Referring matters to the Standing Committees and other committees.

a. The representations and petitions from public received by the grama Panchayat and all such other files, motions for resolutions and interpellations by the members, proposals for decision etc ordered to be included in the Agenda by the President/Secretary/Ex-officio Secretaries/Heads of Allied Institutions/ Implementing Officers as the case may be shall be included in the agenda of the next ordinary meeting of the Grama Panchayat.

b. Any subject matter that is being dealt by a Standing Committee, as per section 162 A of the Act shall be normally referred to the Standing Committee, before placing it in the Grama Panchayat meeting.

c. All such references shall be made by sending the concerned file to the Chairperson of the Standing Committee through the Meeting Organizer for

the committee, after obtaining orders of President in it , on the recommendation of the Secretary.

d. On no account a Standing Committee Chairperson shall reject an agenda item proposed to be placed before the standing committee, by the President.

Agenda Notes- On receipt of an agenda item, the Meeting Organiser needs to locate all sources that give basic background information about the subject. The Secretary and Assistant Secretary shall give proper guidance to the Meeting Organisers' in this regard. Based on such information, draft Agenda Note shall be prepared

The Agenda Note for decision shall:

- Frame the issue for the meeting's consideration,
- Provide reference information for deliberations on the subject.
- Provide advice to take decision.

e. The Standing Committee, shall study and deliberate on the subject matter, and shall record the decision in the form of a proposal to the Grama Panchayat. In required cases the Standing Committee shall consult Functional Committee (Working Group) for getting suggestions.

f. The consultation of Working Group by Panchayat/Standing Committee shall be made by sending concerned file to the convenor of the functional committee (Working Group) by the Secretary. After convening the functional committee meeting the file shall be returned by the convenor with suggestions/ proposals.

g. A comprehensive List of Working Groups is given below

Table 4.1: Working Groups/Functional Committees

Sl No.	Functional Committee	under which Standing Committee
1.	General Administration	Finance
2.	Budgets and Accounts	Finance
3.	Agriculture	Development
4.	Public Works	Development
5.	Veterinary and Diary	Development
6.	Small Industries	Development
7.	Fisheries*	Development
8.	Health	Health and Education
9.	Education	Health and Education
10.	Sanitation and Drinking water	Health and Education
11.	Women and Child	Welfare
12.	SC*	Welfare
13.	ST*	Welfare
14.	Poverty Alleviation	Welfare
15.	Social Welfare	Welfare

*Applicable only if such population is present in the GP.

4.5 Meeting Management

a) The Grama Panchayat Meetings, Standing Committee meetings, Steering Committee meeting, staff meeting and meeting of Implementing Officers shall be held at Panchayat Office.

b) The Grama Panchayat meetings, Standing Committee meetings and Grama Sabha meetings shall be convened strictly following the provisions and prescribed procedures in the Act and concerned Rules.

c) The following general principles and procedures shall be followed in the conduct of all other meetings:

   i) The meetings shall be convened on the date and time fixed by the Chairperson. The intimation of the meeting shall be sent after issuing written notice/e-mail/SMS to the members at least three clear days prior to the date fixed for the meeting.

   ii) All such notices shall have a file number, date and shall be duly authenticated by the Committee Chairperson/Meeting Organiser.

   iii) As far as possible a brief note along with the agenda for discussion shall be communicated.

   iv) The notice shall be published in the notice board of the Panchayat Office and website.

   v) The meeting shall be convened at the meeting hall of the Panchayat office/Institutions of Grama Panchayat/venues conveniently arranged.

   vi) Normally, the meeting shall be conducted on working days during day time between 9 am and 6 pm.

   vii) In emergent situations the fixed time can be relaxed convenient to all participants of the meeting and in such cases notice shall be issued before a minimum of 24 hours fixed for the time of meeting.

   viii) In cases of extreme emergencies like occurrence of natural calamities, the meeting shall be convened after intimating all concerned by fastest means.

   ix) The Chairperson and Meeting Organizer shall ensure quorum of the meeting before its commencement and it shall be one third of the members of the committee.

   x) Punctuality shall be strictly observed by all participants and the Chairperson shall be a model, by reaching at the venue preferably 5 minutes earlier than the time fixed for the meeting.

   xi) The Meeting Organizer shall ensure that all arrangements are made for the smooth conduct of the meeting.

   xii) The meeting shall be chaired by the Chairperson of the concerned committee. He shall control the meeting and decide on all points that arise at or in connection with the meeting.

xiii) The Meeting Organizer shall make arrangements for recording the decisions of the meeting.

xiv) He/She shall ensure that seating arrangements, public address system, papers to be submitted to the meeting, refreshments supply arrangements etc. are all well arranged in advance.

xv) Attendance of the participants shall be obtained by the Meeting Organiser, in the minutes book of the meeting and it shall be marked as closed when the meeting is started.

xvi) Late comers shall be allowed to sign, with continuous serial number and under the caption Late Comers, on the last part of the minutes recorded, after conclusion of the proceedings. After obtaining signatures of late comers, an entry shall be made by the Meeting Organizer, regarding the closing of late attendance then and there itself, noting the time of such closing.

xvii) Name of meeting, Place of meeting, Date, Time, Name and Designation of the person chairing the meeting etc. shall be noted before obtaining attendance.

xviii) The attendance shall be obtained in the format given in **Annexure 4.1**

xix) The minutes of the meeting shall be recorded in the left side part of the minutes book concurrently, while the meeting is in progress. It will contain the summary of agenda notes, opinion expressed by participants, dissenting opinions, advice if any given by officials at the meeting and details of voting if any conducted for taking decision.

xx) The decisions of the meeting shall be recorded in consecutive serial numbers on the right hand side pages of the minutes book, corresponding to the left hand side page, where minutes are recorded.

xxi) As far as possible all participants shall be given chance to express their opinion on subjects coming up for discussion. It is advisable to take all decisions by consensus. When consensus is not possible on a decision, the decision shall be taken on the opinion of the majority. In every decision it will be recorded whether it was taken on consensus or based on majority of opinion. Summary of the opinion expressed by participants during discussion shall be recorded in the minutes.

xxii) Names of participants who dissented the decision taken by majority opinion may be noted in the minutes.

xxiii) The participants shall keep decorum of the meeting by self discipline sticking to the high ideals of democratic values.

xxiv) The Chairperson will have powers to take decision on any point of order and to enforce it for the smooth conduct of the meeting.

xxv) On completion of the meeting the minutes and decisions shall be closed and the same will be authenticated by the Chairperson at the

end of last left hand and right hand page with his signature, name, designation, and seal affixed with date and time of authentication.

xxvi) Before authentication the Meeting Organizer and the Chairperson shall ensure scoring off any blank space at attendance part, minutes portion or decision portion.

xxvii) Copy of the decisions shall be published in the notice board and website of the Grama Panchayat.

xxviii) Extracts of the decisions shall be communicated to the concerned officials for follow up action.

xxix) In every meeting, follow up action on the decisions of the previous meeting shall be taken, as the first agenda item.

4.6 Standing Committee Meetings

Standing Committees shall function effectively as the forum for detailed discussions and framing comprehensive proposals in subjects allotted, to help the Grama Panchayat in effective decision making. For this:

i) Papers requiring decision of the Grama Panchayat shall be processed as far as possible, initially at Standing Committees based on the subject list given below as per section 162 of the Act.

4.6.1 The Standing Committee for Finance

Subjects of finance, tax, accounts, audit, budget, general administration, appeal relating to tax, and subjects of allotted to other standing committees

4.6.2 The Standing Committee for Development

Subjects of development planning, socio economic planning, spatial planning, agriculture, soil conservation, social forestry, animal husbandry, dairy development, minor irrigation, fisheries, small scale industry, public works, housing, regulation of building construction, electricity etc.

4.6.3 The Standing Committee for Welfare

Subjects of development of Scheduled Castes and Scheduled Tribe, development of women and children, social welfare, social security, slum improvements, poverty alleviation, public distribution system etc.

4.6.4 The Standing Committee for Health and Education

Public health, sanitation, environment, education, art, culture and entertainment

ii) In matters requiring decision of Grama Panchayat, as per directions of the Secretary/President, the Section Clerk/official dealing with the concerned current/file of subject matter, will prepare a detailed agenda note indicating all salient facts of the case. It will be a self contained one, indicating the history of the case, procedures and precedence of similar cases in the past, with statutory position and points for decision. It will be submitted to the Secretary through HC/JS or Assistant Secretary, with recordings in note file.

iii) The HC/JS or Assistant Secretary, after scrutinising the note judiciously shall record his/her opinion in the note.

iv) The Secretary shall record his opinion and advice in agenda note for taking decision in accordance with the provisions of the Act & Rules.

v) The file shall then be transferred to the Meeting Organiser dealing with the concerned Standing Committee where the matter is to be dealt with.

vi) The subject will be noted in the agenda register maintained for the Standing Committee and the note shall be submitted to the Chairperson of the Standing Committee. Special care will be taken when allotting files to Standing Committees keeping in mind the subject list given in section 162A of Act as mentioned above.

vii) The file will be then submitted to the Standing Committee Chairperson and she/he will send meeting notice including such agendas as listed in the agenda register.

viii) When ex-officio Secretaries/Heads of Institutions require any decision they will submit the concerned file with agenda notes, opinion and advice and a copy of draft resolution to be adopted to the President of the Grama Panchayat through the Secretary.

ix) The subject shall be listed in the agenda register for the concerned Standing Committee, on getting orders from the President.

x) At the time of the Standing Committee meeting, after detailed deliberations decision will be taken and the same will be recorded in the minutes book.

xi) The recording of minutes shall be as mentioned in **para 3.2**, with the exception that separate Attendance Register shall be maintained for Standing Committee meetings.

xii) Abstract of the decision and decision number shall be recorded in the agenda note by the Meeting Organiser and a copy of the decision shall be kept in correspondence file and it shall be returned to concerned section through the Secretary and HC/JS or Assistant Secretary.

xiii) The agenda note and a copy of the decision shall be attached with the concerned correspondence file.

xiv) The implementing officers shall attend the Standing Committee meetings, if so required by the chairperson of the Standing Committee.

4.7 Steering Committee Meetings

i) It is a good practice to convene Steering Committee meetings at least once in every month by the President after issuing formal notice to the Standing Committee Chairpersons.

ii) The Steering Committee shall review the decisions/recommendations of the Standing Committees and contradictions if any between the decisions of Standing Committees will be discussed.

iii) Steering Committee meetings can be used as an effective forum for ensuring follow up action on Grama Panchayat resolutions.

iv) Attendance and proceedings of the Steering Committee shall be recorded in a separate minutes book.

4.8 Grama Panchayat Meetings

i) An agenda register shall be maintained by the Secretary for the Grama Panchayat meetings as given in **Annexure 4.2**

ii) The Meeting Organiser for Grama Panchayat meetings shall deal with matters connected with the conduct of Grama Panchayat Meetings like preparation of agenda register, preparation of draft meeting notice, preparation of Agenda Notes, recording decisions in the meeting, preparation of draft minutes, and proper handling of files presented to the committee under the supervision of the Secretary.

iii) On completion of the Standing Committee meetings, the Meeting Organizers of the Standing Committees shall hand over the minutes book with minutes duly recorded and signed by the Chairperson along with files to the Meeting Organiser for Grama Panchayat. He/She shall

a. Make entries in the agenda register regarding the Standing Committee resolutions/ recommendations to be placed before the Grama Panchayat.

b. He/She shall also make agenda notes for the Grama Panchayat meeting in the below given format and it shall be got approved by the Secretary in consultation with President.

c. The agenda note shall be circulated to the Panchayat members preferably along with the meeting notice.

d. The agenda note shall be indexed in the format of section code/current No/year/Standing Committee code/Standing Committee decision number/ Standing Committee date. For example A decision of Finance Standing Committee ,taken on 15.5.2016 with No 16 on file No. 2546/2016 dealt by A4 section can be indexed A4 2546/2014/FSC/16 dt 15.5.2014.

e. If the subject comes to the Grama Panchayat directly without deliberations in the Standing Committee then the indexing can be done avoiding the last part related to the Standing Committee.

f. Standing committee decisions shall be placed before the Grama Panchayat, along with the concerned file containing note of advice of Secretary to the Standing Committee and notings shall be made in the file about the decision of Grama Panchayat with Decision No and date.

g. The agenda note for Grama Grama Panchayat meeting may be prepared in the format given below.

Format

Agenda note for Grama Panchayat meeting
Name of Grama Panchayat :
Date of Meeting :
Agenda No. :
subject :
File No. :
Name of Standing Committee which considered the subject
Standing committee decision No. and Date
Remarks of Secretary
Whether approved by Panchayat without modification/Approved with modification/ rejected/deferred (tick appropriate one)
Panchayat Decision No date
Mode of decision-Unanimous/By Majority
Brief note of decision
Signature of President Signature of Secretary

h) Notes shall be arranged in the order of agenda items included in the meeting notice. Connected files and Standing Committee minutes books shall be submitted to the Grama Panchayat meeting.

i) After deliberations recordings shall be made by the Secretary regarding the decision below the agenda note in double space and the same will be got signed by the President. Such decisions and resolutions recorded in the Decision Register shall be complete, self-explanatory and free from doubts or interpretations.

j) It shall be handed over to the official entrusted with the duty of recording decisions and he/she will record the same in the decision register in consecutive serial number starting from 1 for every meeting and the decision register will be authenticated by the President by putting his signature with date on completion of the meeting.

k) The Secretary shall within three days after the meeting prepare the draft minutes of the meeting and shall be submitted for approval of the chairperson. The Chairperson shall approve the minutes within 24 hours, with any material changes required. The Chairperson shall not make any changes in the recorded advice/opinion, given at the meeting by the Secretary. The decisions of the Grama Panchayat meeting and minutes of the meeting shall be published in the website.

l) The preparations for Standing Committee meetings and Grama Panchayat Meetings shall be a routine process involving listing of agenda, preparation of agenda notes etc day by day on receipt of relevant currents in sections,without waiting for announcement of dates for the meetings.

m) Subjects shall be listed in consecutive serial numbers as Standing Committee resolutions, subjects suggested by the President/Secretary in notes for presentation before the committee, questions to be answered by the President/ Standing Committee Chairpersons and resolutions of members duly submitted and consented for inclusion by the President etc, in the agenda register.)

n) The details for answering Interpellations shall be collected from concerned sections by giving UO notes authenticated by the Asst Secretary/Supervisory Officer for reply in the meeting and the same will be submitted to the person liable for answering through the Secretary.

o) All files earlier came up for decision in the Standing Committees will be presented before the Grama Panchayat by the Meeting Organiser of Panchayat meeting through the Secretary. On all such files abstract of the decision with decision number shall be recorded and the same will be got initialled by the Secretary. Extract of the decision shall be added to the file authenticated by the Secretary and it shall be returned to the custodian official/Section Clerk for follow up action.

p) The file submitted for decision will be returned to the Ex Officio Secretary/ Implementing Officers/Heads of Allied Institutions with authenticated copy of the decision of the Grama Panchayat.

q) The ex-officio Secretaries/Implementing Officers/Heads of Allied Institutions will be required to be present in concerned Standing Committee/Grama Panchayat meeting if so demanded by the Chairperson.

r) The attendance of Officials attending any Standing Committee shall be obtained in a separate register specially kept for this purpose in office and the names of officials attended shall be included in the minutes of the meeting.

Box 4.4: Fundamental Parliamentary Principles

a. All Members have the right to information to help making decisions, unless otherwise prevented by law;

b. Members have a right to the conduct of an effective meeting;

c. All Members have the right to be treated with respect and courtesy; and

d. All Members have equal rights, privileges, and obligations.

4.9. Monthly Staff Meeting

The Secretary shall convene the monthly conference of the staff before 10th working day of the month fixed for the purpose under the Chairmanship of the President and all staff shall attend it without fail. All Standing Committee Chairpersons may also attend the meeting. Following Reports shall be presented by the designated officers in the meeting.

1. Action Taken Report on Grama Panchayat Resolutions-Panchayat Meeting Organiser
2. Action taken Report on Decisions of Last Staff meeting-Staff Secretary
3. Action Taken Report on Last Performance Audit-Head Clerk/Junior Superintendent
4. Collection of Taxes and Fees-Achievement of Targets-Assistant Secretary
5. Service Delivery Status and functioning of Front Office-Head Clerk/Junior Superintendent
6 Performance Evaluation Report of staff with regard to their efficiency in office work, proper discharge of duties and responsibilities as per office orders, behavior to superior officers, elected representatives and to the public as given in the format as per **Annexure 4.3** -HC/JS
7. Pending Reports to higher Offices-HC/JS
8. Departmental Directions and its follow up action-HC/JS
9. Review on any Mission Activity/action which is relevant to the times -Concerned Section in charge
10. Action on Pending Audit Reports-Section in Charge
11. Complaints received from the public and its redressal-Convenor- Complaint redressal Forum
12. Report of Quality Circle-Quality Circle Convenor
13. e-governance Activities-Nodal Officer for Computerisation
14. Assessment on equitable distribution of workload in Sections
15. Any matters which is relevant to the functioning of the office

The meeting shall review the reports and decisions shall be taken on any matters with a vision of improving the quality of functioning of Office.

Time limits shall be fixed for presentation of each of the above report and for discussions to ensure time management.

All such reports presented shall be filed and the same will be checked by the Performance Audit Team. There shall be a Staff Secretary, elected from among the staff, who shall make arrangements for organizing the meeting under the guidance of HC/JS . The Minutes of this meeting shall be recorded in a separate register by the Staff Secretary.

4.10. Meeting of Heads of Allied Institutions

A Meeting of all Heads of Allied Institutions of the Grama Panchayat, shall be convened by the Secretary before tenth working day of every month. The President shall chair the meeting. The Standing Committee Chairpersons shall attend the meeting.

i. The meeting shall discuss the following matters

1. Annual Plan Implementation
2. Status of Enquiry Reports such as Social Security Pension, D&O Licence, Building Permits etc.
3. General Aspects of functioning of Institutions
4. Departmental Schemes being implemented by the Institutions and their convergence with Grama Panchayat Schemes
5. Utilisation Certificates
6. Advance Tour Programmes and Tour Diaries
7. Complaints, if any, received regarding the institutions

Minutes of the meeting shall be recorded by the Meeting Organiser with action points and it shall be communicated to all participants within 2 days.

Chapter

Grama Sabha

5

5.1 Grama Sabha

The Grama Sabha is the grass root level democratic institution in Grama Panchayat. A vibrant Grama Sabha is essential for the effective functioning of the Grama Panchayat. It is mandatory to conduct four Grama Sabhas in a financial year as per the time schedule and agenda given in **Annexure 5.1.** This shall be included in the Grama Panchayat meeting calendar.

5.2 Grama Sabha Convenor

The elected member of the ward is the Grama Sabha Convenor. It is his responsibility to convene Grama Sabhas at regular intervals.

5.3 Grama Sabha Coordinator

i. For each Grama Sabha , there shall be a Grama Sabha Coordinator nominated by the Grama Panchayat.

ii. The Grama Sabha Coordinator shall assist the Convenor in conducting the Grama Sabha and shall record its decisions in the minutes book.

iii. The Grama Sabha Co-ordinator shall ensure the quorum before starting the Grama Sabha .

5.4 Grama Sabha Section

The Panchayat Office shall have a Grama Sabha Section consisting of

i. Grama Sabha Organiser, and

ii. Grama Sabha Clerk

The Assistant Secretary/a senior official of the Panchayat office/Allied Institutions shall be assigned the duties of Grama Sabha Organiser.

There shall be a general file to deal with the procedures for conduct of Grama Sabha in every quarter/special Grama Sabhas.

5.5 Grama Sabha Organiser

The Grama Sabha Organiser shall be provided with suitable arrangements for the up keeping and maintenance of all the records pertaining to the Grama Sabhas of the Grama Panchayat including

(i) The voters list of each ward.

(ii) Grama Sabha minutes of each wards.

(iii) List of Grama Sabha Convenors/ward members and Co-ordinators of each Grama Sabha .

(iv) List of Committees and its members/office bearers pertaining to each Grama Sabha including

- Grama Kendra
- Anganwadi Welfare Committee
- Ayal Sabha
- Ayal Sabha executive committee
- Ward sanitation committee
- ADS
- Padasekhara Samithi
- Ayalkoottam, etc.

(v) The address list of all the Offices and Contact Mobile/Telephone Numbers of Heads of Offices.

(vi) All other relevant records like Reports presented in Grama Sabha , Grama Sabha Resolutions, Action Taken Reports, etc.

(vii) Development Reports, Plan Documents, Updated Citizens Charter, Beneficiary List, annual financial and other reports to be submitted to Grama Sabha .

5.6 Preparations for Grama Sabha -Main Office Process

(i) Whenever,

1) Grama Sabhas are due after conduct of last Grama Sabha or

2) Directions for special Grama Sabhas are received or

3) The Convenor (Grama Panchayat Member representing the constituency) in consultation with the President of the Grama Panchayat decides to convene the Grama Sabha meetings and the President/Convenor intimates such a decision in writing to the Secretary or

4) When not less than ten percentages of total Grama Sabha members of a ward make a representation in writing requesting to conduct the meeting of their ward, and the same is communicated to the Secretary either by the Grama Sabha members or by the Convenor. The general file relating to the conduct of Grama Sabha shall be submitted by the Section Clerk dealing with Grama Sabhas through the Grama Sabha Organiser to the Secretary for decisions of the Grama Panchayat.

(ii) The file will be sent to the President and the subject shall be placed in the next Grama Panchayat meeting as an agenda item.

(iii) In emergent situations Grama Sabhas can be convened by the Convenor in consultation with the President and the matter shall be reported to the Secretary in advance for making arrangements and the same shall be placed in the next Grama Panchayat meeting.

(iv) In case i (4) above, the ward member is bound to convene Grama Sabha within fifteen days.

i. The Grama Sabha Organiser and Section Clerk dealing with the subject of Grama Sabha shall keep a careful watch in bringing the due date of Grama Sabha one month in advance to the Grama Panchayat.

ii. Notes shall be issued by the Grama Sabha Organiser to concerned sections/officials for preparation of documents to be presented before the Grama Sabha .

iii. These details shall be of two groups.

1) statements of general nature with data pertaining to the Grama Panchayat as a whole

2) data related to the concerned ward.

iv. Arrangements shall be made by Secretary for its consolidation to a presentable documentary form to the Grama Sabha .

v. It shall be verified by the Steering Committee and Convenor of the Grama Sabha and shall be approved by the Grama Panchayat .

vi. The document will be printed in sufficient number and shall be distributed to the participants of Grama Sabha .

vii. It shall be ensured that all documents presented before the Grama Sabha are accurate and presenting the facts in a simple language conceivable to the Grama Sabha members.

When the file is submitted to the Grama Panchayat, the Grama Sabha Organiser shall ensure inclusion of drafts of the following in the file

(a) notice specifying date, time and venue for each Grama Sabha .

(b) Items to be included in the agenda for each Grama Sabha .

(c) Local Self Government Orders (LSGOs) assigning necessary duties

and responsibilities to staff in office for smooth conduct of Grama Sabha meetings, with suitable time schedules.

d) working instructions to the co ordinators regarding the proceedings of the Grama Sabha

(e) proposals for Financial and Administrative sanctions if any required to meet expenditure from Grama Panchayat fund for items like procurement of stationaries, public address system, publicity arrangements, refreshments and hall arrangements for the conduct of Grama Sabha

(f) letters to concerned authorities requesting allotment of school and other halls etc for the conduct of Grama Sabha .

(v) While preparing file, the following points shall be considered invariably by the Section Clerk under the supervision of the Grama Sabha Organiser

a) Special orders/directions, if any, from Government in this regard.

b) Decisions of the Grama Panchayat already taken regarding the conduct of Grama Sabhas.

c) Recommendations, if any, of the Standing Committees

d) Public requests/demands, if any, duly recommended by the President

e) Audit Reports, if any, received and considered by the Grama Panchayat after the last Grama Sabha meeting.

f) Any officers of the Grama Panchayat required to be present in Grama Sabha as may be specifically directed by the President.

g) Action taken report on the previous Grama Sabha decisions/minutes.

h) Decisions, if any taken by the Panchayat relating to the Grama Sabha area and the reasons thereto and data regarding D&O Licenses and Permits issued in the area, Details of the beneficiaries of various Social Welfare Schemes/Projects included after the previous Grama Sabha meeting, DCB statement of taxes pertaining to the ward details/reports of Public Utility Services like Street Lights, Public Taps, Drinking Water schemes etc. provided in Grama Sabha area.

i) Draft priority list of beneficiaries and the details of eligibility and priority criteria norms adopted for preparing the list.

Specific agendas or documents to be presented in a particular Grama Sabha shall be prepared well in advance.

There shall be a separate list of items specifying the reports, recommendations, decisions, opinions and suggestions if any required to be received from the proposed Grama Sabha 's meetings, for giving specific directions to the co-ordinators.

The said preparations for the Grama Sabha shall be monitored duly by the President,Vice President and Secretary of the Grama Panchayat.

(vi) The Secretary shall issue necessary orders in the form of LSGO to the concerned Officers including Grama Sabha Organisers and Grama Sabha Co-ordinators specifying their duties, responsibilities and time schedule for the Grama Sabhas.

(vii) The Grama Sabha Organiser shall coordinate the Grama Panchayat level activities, under the supervision and guidance of Secretary, and with the support of concerned ward members and Grama Sabha co-ordinators of concerned wards.

5.7 Approval of Documents for Grama Sabha

a) Specific Agenda of the Grama Sabha shall be decided by the Panchayat well in advance

b) There shall be a list – directing the Grama Sabha Coordinators, specifying the reports, recommendations, decisions, opinions, and suggestions to be received/ collected from the proposed Grama Sabha .

c) Formats, directions, if any, desirable to be used for the purpose as given in (b) above shall also be prepared and given to the Coordinators well in advance.

d) The documents proposed to be presented in the Grama Sabha shall be verified by the Steering Committee and Convenors of the Grama Sabha. Then it shall be presented before the Grama Panchayat for approval, along with the draft proposals.

e) The approved documents shall be printed in sufficient number and shall be distributed to the Grama Sabha Members.

5.8 Preparations for Grama Sabha -Publicity measures

All possible efforts shall be taken for giving wide publicity to the Grama Sabhas. It shall include

a) Mike Announcement

b) Invitation letter addressed to Grama Sabha members

c) Public notice

d) Posters and banners

e) Press release and coverage in local television channels

5.9 Grama Sabha Co-ordinators' Consultative Session

i. Before each Grama Sabha, a consultative session of the Grama Sabha convenors, and Coordinators shall be convened by the President.

ii. In it, there will be a training session, for the Grama Sabha co-ordinators to equip them with the Grama Sabha proceedings, Agenda items, Reports for presentation, Recording Minutes etc. Their doubts, if any, in the matter will

be cleared. In such meeting the documents for the Grama Sabha shall be handed over. A checklist will be prepared to ensure faultless procedures.

iii. Handing over and taking over of the Grama Sabha records shall be recorded in a Register (**Annexure 5.2**) specially maintained for this purpose by the Grama Sabha Organiser.

iv. The documents prepared for the Grama Sabha shall be handed over to the Coordinators in the consultative session.

v. While taking over the concerned Grama Sabha documents, each Coordinator shall personally verify them and shortcomings if any shall be brought to the notice of Grama Sabha Organiser for rectification. It will be done based on the check list and the approved agenda of the proposed Grama Sabha .

vi. When any material discrepancy is brought to notice by the Grama Sabha co-ordinator on any documents to be presented before the Grama Sabha, the Grama Sabha Organiser shall bring the matter to the notice of the President, Secretary and concerned ward member and defects will be rectified.

vii. It shall be ensured that all documents presented before the Grama Sabha are accurate and presenting the facts in a simple language conceivable to the Grama Sabha members.

5.10 Conducting Grama Sabha

i. The Secretary, as per the order mentioned in 5.6 (vi), shall specify reports to be presented and suggestions expected from Grama Sabha.

ii. The Grama Sabha Co-ordinator shall ensure Quorum of Grama Sabha, which is 10% of the total number of voters (Grama Sabha Members) in the ward, before starting the proceedings.

iii. If there is no sufficient quorum, the Grama Sabha will be adjourned by the Convenor.

iv. When an adjourned Grama Sabha is convened, again the quorum will be the participation of minimum 50 members of the Grama Sabha.

v. The Grama Sabha shall be chaired by the President/Vice President and in their absence, by the Ward member.

vi. The Conveners with the help of the Coordinators of Grama Sabha shall ensure that all the decisions, suggestions, notes on deliberations, etc. of the Grama Sabha as directed in the order mentioned in 5.6 (vi), are duly prepared and collected from the Grama Sabha venue itself and preferably before the adjournment of Grama Sabha.

vii. All the decisions of the Grama Sabha and the documents prepared as (ii) above shall be suitably consolidated and grouped and labelled by the Co-ordinator according to the subject-wise distribution of Working Committees/ Standing Committees.

viii. The proceedings of the Grama Sabha shall be recorded in the Grama Sabha Minutes Book by the Co-ordinator at the venue itself.

ix. The Conveners, with the help of of the Coordinators of Grama Sabha , shall ensure that all the notes on deliberations, suggestions and decisions of the Grama Sabhas are duly recorded at the Grama Sabha venue itself concurrently and before the adjournment of the Grama Sabha and signature of implementing officers, elected representatives, and a minimum of five Grama Sabha members are obtained.

x. The decisions of the Grama Sabha shall be recorded in consecutive serial numbers by the Co-ordinator in the minutes book.

xi. It shall be ensured by the Co-ordinator that no free space is left out at any part of the minutes and free space if any shall be scored off by him/her before its authentication by the chairperson of the Grama Sabha .

xii. Corrections, if any, made in the minutes at the time of its recording shall be initialled by the Co-ordinator.

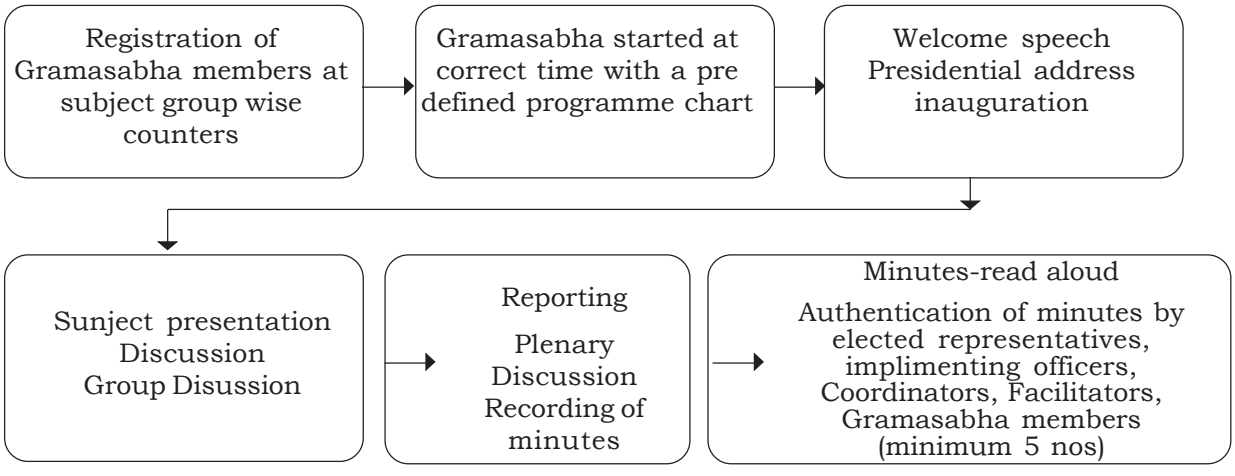
xiii. At the end of the meeting, the recordings in Minutes Book shall be read aloud and got acknowledged by minimum five Grama Sabha members, of which two shall be women. The signature of implementing officers, elected representatives shall also be obtained and the minutes shall be closed and authenticated by the Chairperson.

xiv. The Co-ordinator shall sign the minutes at left hand side of the concluding part with his name, designation and date.

The activities related with conduct of Grama Sabha is given in the chart below

Chart 5.2.

5.11 Flow of Activities of Grama Sabha



5.12 Receiving Back the documents

i. After the Grama Sabha meetings, the Secretary shall convene a meeting of the Co-ordinators and Grama Sabha Organiser to collect the documents.

ii. The minutes books duly completed and authenticated by the Chairperson of the Grama Sabha shall be handed over by the Co-ordinator in the meeting.

iii. The meeting shall be convened preferably within 3 working days of completion of the last Grama Sabha .

iv. Taking over of the documents shall also be recorded in the register mentioned in paragraph 5.9 (iii).

v. While taking over the documents and records, it shall be ensured by the Grama Sabha Organiser that, each Grama Sabhas file are complete in all respect and that the documents are duly consolidated and arranged suitably for the intended further actions.

vi. Movement of the Grama Sabha documents including minutes book and files shall be recorded in the Register mentioned in paragraph 5.9.iii.

vii. After the Grama Sabha the records shall be received back in Panchayat Office, along with a summary report of conduct of Grama Sabha as in **Annexure 5.4,** submitted by the Grama Sabha Co-ordinator.

5.13 Follow up action on decisions of Grama Sabha

1. The Grama Sabha Organiser shall consolidate the documents received from Grama Sabha Coordinators and will verify the minutes books. He will then prepare draft agenda notes for follow up action and it shall be presented before the next Grama Panchayat by the Secretary.

2. Based on the decisions of the Grama Panchayat, notes shall be issued to concerned sections in office and heads of Allied Institutions with a request to intimate the action taken report within 30 days. Such note shall be in the given format as per **Annexure 5.3**.

3. On getting such a note the concerned section in office/heads of Institution shall make arrangements for speedy action at their level .The activity shall be closely monitored by the Grama Sabha Organiser.

4. After the due date for submission of action taken report, a meeting of all concerned officials shall be convened by the President. The reports shall be scrutinised and consolidated wardwise, to prepare draft action taken report to

be presented before the Grama Panchayat. After approval of the Grama Panchayat, the report shall be presented before the next Grama Sabha .

5. The minutes of the Grama Sabha shall be published in the website of the Grama Panchayat within 30 days of completion of the Grama Sabha .

5.14 Special Grama Sabhas/Oorukoottams

Procedures prescribed for Grama Sabhas shall be strictly followed and it shall be ensured by the Chairperson, Convenor and Co-Ordinator of the Grama Sabha .

i. The Secretary shall appoint Meeting Organizers for Oorukoottams, Matsya Sabha, Special Grama Sabhas for women and children, Youth, Students, Aged, Differently abled, Farmers, Business people and the like.

ii. Except Oorukoottams and Matsya Sabha, all other special Grama Sabhas may be organized at Grama Panchayat level.

iii. The Meeting Organisers shall collect the suggestions of special Grama Sabhas and Oorukoottams and it shall be submitted to the Secretary.

iv. The Secretary shall ensure submission of the suggestions of special Grama Sabhas before the Grama Panchayat meeting for consideration, when development plan and budget are prepared.

v. The Convenor shall convene a special Grama Sabha :

   a. When not less than ten percentages of total Grama Sabha members of a ward demands in writing to conduct the Special Grama Sabha meeting of their ward; as per Section 3(3) of KPRA.

   b. Directions for special Grama Sabhas are received from the Government.

   c. A special situation in the Ward warrants the Convener to convene the Special Grama Sabha.

   d. A special situation in the Grama Panchayat warrants the President to give direction to all the Conveners to convene Special Grama Sabha .

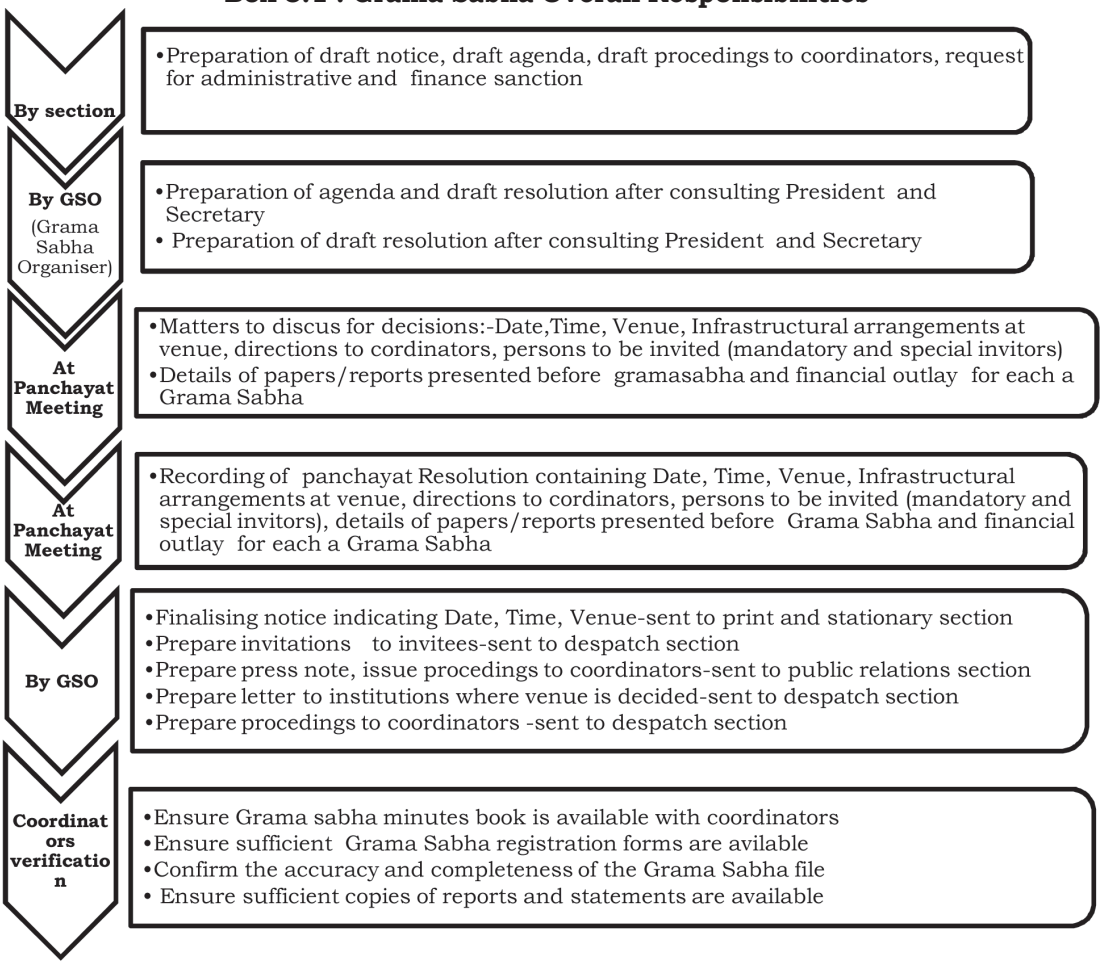
vi. In case of paragraph 5.14.v above, the Convener shall convene Special Grama Sabha within:

   a. fifteen days, if it is under paragraph v (a).

   b. time fixed by the Govt., if it is under paragraph v (b).

   c. time fixed by the President, if it is under v (c) and v (d).

Box 5.1 : Grama Sabha Overall Responsibilities



5.15 Grama Kendra

i) In every ward, a centre shall be established by name 'Sevagram Grama Kendra' for coordinating various activities of the Grama Panchayat at ward level.

ii) Sevagram Grama Kendra shall function as service centre and headquarters of Grama Sabha of Grama Panchayat and its Ward level Samithies/Committees.

iii) It shall be the office of the Grama Sabha where all, developmental, welfare, service, cultural, and social activities at ward level can be coordinated and monitored.

iv) Sevagram Grama Kendra shall function as an extension centre of Grama Panchayat for service delivery.

v) Notifications and orders of Grama Panchayats, Citizen Charter, Beneficiary Lists, Grama Panchayat resolutions, etc. shall be published in the Kendra.

vi) Ward level field staff shall use it as the centre for their activities.

vii) Sufficient furniture and other required facilities shall be provided in the centre by the Grama Panchayat.

Chapter

Duties and Responsibilities 6

6.1 Public service-Principles and values

i. The organizational functions of the Grama Panchayat as envisaged by the Act are carried out through the collective activities of elected representatives and office staff. The President shall ensure that the elected peoples representatives voluntarily abide by the provisions of the Act, Rules and Manuals applicable to them. If required, he/she shall give necessary instructions to the concerned in this regard.

ii. It shall be ensured that a proactive, honest, transparent, responsible and sustainable dialogue and engagement between Grama Panchayat Officials and the public is encouraged to strengthen democratic process.

iii. All employees shall be committed to honesty and integrity, adopting a transparent and responsible behaviour, respecting all applicable local, national and international laws

iv. The independence and impartiality of Grama Panchayat employees as Government Officials in the performance of their duties and functions shall be upheld.

v. Any abuse of a given position shall be strictly avoided.

vi. In performance of the public services the Grama Panchayat officials should aim at facilitating the daily life of the community, meeting public needs in the fastest and the most active and effective way, increasing the quality of the service, increasing the satisfaction of the community, focusing on the requirement of those benefiting from the service and on the results of services.

vii. Grama Panchayat officials should avoid wastefulness and extravagance in using the public buildings, vehicles and other public domains and sources, behave in an effective and economical manner while using the office hours, public domain, sources, human resources and opportunities.

viii. In all their actions and transactions Grama Panchayat officials should act in accordance with the principles of lawfulness, justice, equity and integrity, they cannot discriminate with reasons such as language, religion, philosophical belief, political belief, race, sex etc. while performing their duty or providing services. They shall not act in a human rights violating or restricting way and cannot behave in a way obstructing the equal opportunity.

6.2 General Duties and responsibilities

i) The Officials shall conduct themselves by adhering to the established principles and values.

ii) They shall uphold the principles and values of Nationality, Integrity, Honesty, Sense of Responsibility, Purity of Behavior, Team Work, Discipline, and Rule of Law.

iii) They shall be punctual in attending their duties.

iv) They shall pay respect to their seniors in service and superior officers.

v) They shall use polite words for communication in between and with the public.

vi) They shall make earnest efforts to make themselves updated and competent on all official matters related with their working atmosphere.

6.3 Delegation of Powers

The Grama Panchayat Secretary shall issue a comprehensive office order for the staff, delegating duties and responsibilities,with the approval of the President of the Grama Panchayat and its implementation shall be closely watched .Once such an order is issued the concerned officials delegated with such duties/responsibilities shall be held primarily responsible for the lapses if any and the HC/Js and Secretary will have liability only for supervisory lapses.

6.4 Punctuality & Attendance

i) All staff and employees of the Panchayat Office other than the Office Attendant shall attend the Office from 10 am to 5 pm, unless otherwise prescribed in any special or general order.

ii) On special occasions requiring urgent duty, like occurrence of natural calamities and works related to Election, the personnel concerned shall attend office even beyond normal office hours as instructed by the Secretary.

iii) When any official attend duty at extra office hours or on holidays, entries shall be made in a Duty Register in the prescribed format as in **Annexure 6.1** and it shall be checked by the Secretary and office supervisor every day.

iv) All staff will mark their attendance in the Attendance Register in the prescribed form kept in the custody of the Junior Superintendent/Head Clerk both in the F.N and A.N, soon on their arrival at office.

v) All Grama Panchayats shall install modern electronic attendance monitoring system (Punching)/Biometric authentication etc. for recording the attendance of the staff in a phased manner by providing the following facilities:

   a) Punching Card to each Employee.

   b) Recorder Unit at entry/exit points.

   c) A centrally computerized system for monitoring the outdoor duty, tour, and movement.

vi) After ten minutes of the commencement of the office hour, the JS/HC will close the Attendance Register and submit it to the Secretary, along with the Late Attendance Register as given in the format in **Annexure 6.2.**

vii) If any Employee comes late, the time of his attendance for duty shall be noted by the JS/HC in the Late Attendance Register and the word 'late' will be entered against his/her name. For three late attendances without permission one Casual Leave will be forfeited.

viii) Disciplinary action shall be taken against those officials who attend the office habitually late.

ix) Staff requiring permission to attend office late must apply for it whenever possible in writing. But no member of staff will be allowed to be late beyond one hour, in which case it will be treated as a half day casual leave. No employee will be permitted to avail 'late permission' more than thrice a month. The work of consolidating the Attendance Register shall be entrusted with the Establishment Section.

x) An interval of 45 minutes shall be allowed for lunch from 1.15 pm to 2.00 pm.

xi) Suitable arrangements, shall be made at Front Office to guide public who arrive at lunch time.

xii) Whoever wishes to offer Juma Prayer shall be allowed 2 hours interval from 12.30 pm to 2.30 pm on Fridays. The time so spent shall be made up, if necessary, outside office hours during the week.

xiii) In the exigency of service, staff shall attend the office on holidays also as per the Office Order issued by the Secretary. For such holiday duty, Compensatory Leave will be allowed. This shall be clearly stated in the duty register and marking will be made in attendance Register. However the Secretary is not eligible for any Compensatory Leave.

xiv) The office timings will be clearly and neatly displayed in front of Panchayat Office.

xv) During office hours, no officer shall be permitted to engage in any other activities (like reading of newspapers/magazines or indulging in Social Medias and communication devices) other than office related matters. Attending personal calls shall be limited to urgency calls.

xvi) Secretary/JS/HC shall monitor such misuse of official hours and suitable disciplinary measures shall be taken whenever required.

6.5 Post-wise Responsibilities

6.5.1. President

President shall:

i) As Executive Authority, ensure proper functioning of the Grama Panchayat Office and all Allied Institutions of the Grama Panchayat.

ii) Preside over and regulate the meetings of the Grama Panchayat, Steering Committee and the Grama Sabha. He may attend all other meetings as an ex-officio member without the right to vote.

iii) Exercise supervision and control over the activities of all officers and staff of the Grama Panchayat and prepare/review their Confidential Reports (CRs).

iv) Send report regarding the service of government officers or employees whose service has been lent to the Grama Panchayat from time to time to the concerned appointing authority and the said report shall also be taken into account when their confidential reports are prepared

v) If circumstances so warrant, incur contingent expenditure up to the limit prescribed by Government from time to time.

vi) Authorize payments and refund pertaining to the Grama Panchayat.

vii) Call for, in writing, any records or files relating to the administration of the Grama Panchayat, from the Secretary or any other Officer of the Grama Panchayat. In the light of the Act and standing orders, the President can give necessary directions or pass orders on those records/files. Provided that no files and records relating to the exercise of statutory powers vested solely with the Secretary or any officer in respect of the administration of the Grama Panchayat shall be called for.

viii) Exercise such other powers and discharge such other functions as may be conferred upon him by the Act or Rules made there under.

ix) Hand over the charge to Vice President, if she/he is unable to meet the responsibilities of the President for more than fifteen consecutive working days. The charge shall be handed over before abstaining from duties.

6.5.2. Vice President

The vice President shall

i) Exercise the functions of the President when the office of the President is vacant or when the President is continuously absent from the Head Quarters for more than fifteen days, without formal handing over of charge.

ii) Convene and preside over the meetings of Finance Standing Committee.

iii) Ensure the quality and effectiveness of General Administration. Front Office Management, e-Governance, Finance, Auditing, Budgeting, and Taxation of the Panchayat.

6.5.3 Secretary, Grama Panchayat

i. The Secretary shall be responsible for discharging the functions vested on him/her by the Act, allied Acts, and Rules in addition to the functions specially assigned by the Government from time to time.

ii. He is the Executive Officer of the Grama Panchayat

iii. Attend meetings of the Grama Panchayat and Standing Committees and offer advise on all matters coming up for decision

iv. Carry into effect the resolutions of the Grama Panchayat

v. Control the officers and employees working under the Grama Panchayat

vi. Meet the expenses delegated by the President

vii. Give amounts either by cheque or cash or by digital transaction for all kinds of expenditure authorized by Grama Panchayat

viii. Have power to initiate disciplinary action against the employees of the Grama Panchayat referred to in section 180

ix. Place before the Standing Committee for Finance the monthly accounts of the Panchayat before the 10th of the succeeding month or at the first meeting of the succeeding month

x. Prepare the annual accounts and the DCB statement of the preceding financial year and place before the Grama Panchayat to ensure its approval and submission to Kerala State Audit Department authorities before the 15th May of succeeding year.

xi. Furnish the returns, accounts statements and other details when called for by the Government or any audit authority

xii. Inspect or cause to be inspected the accounts of the institutions under the control of the Grama Panchayat

xiii. Keep the records of the Grama Panchayat, the Standing Committees, and other committees and that of the Grama Sabha .

xiv. Co-ordinate the preparation of the annual plans and five year plans within the time specified by the Government so as enable the District Planning Committee to approve the same.

xv. Disburse the plan funds to the officers concerned and to render utilization certificates to Government as ordered by it.

xvi. By proper delegation entrust duties and responsibilities to subordinate staff and shall ensure the discharge of the same by close monitoring and supervision.

xvii. Ensure arrangements for periodical conduct of all statutory meetings such as Grama Panchayat meetings, Standing Committee meetings, and Grama Sabhas

xviii. Be the general custodian of all assets of the Grama Panchayats

xix. Ensure that the Front Office and Main Office are properly functioning following the principles and procedures as laid out in OMM. Review the functioning of the Grama Panchayat office and its service delivery status in the FSC meetings in consultation with the Vice President Ensure the review of reports on the working of the office, in the monthly staff meeting.

xx. Prepare Confidential Reports of the officers and shall forward the same to the appointing authorities, after getting it reviewed by the President.

xxi. Entrust the custody of Cheque Books, Minutes Books, Decision Register, Office Order Book, Stock Registers, Unused Receipt Books, Counterfoils of Used Receipt Books, Money value forms, Deeds of Immovable Properties, Accounts and Office Receipts and other valuable items to officers by Office Orders and proper upkeep of such records shall be ensured by periodical physical verification.

xxii. Review and monitor the supervisory work done by the AS, JS/HC and whenever necessary the works of subordinate staff

xxiii. When on Casual Leave or is away from Head Quarters for any official purpose, he/she shall authorise the Assistant Secretary/JS/HC to attend to the current duties of the Secretary, under intimation to the President.

xxiv. Shall Call for and Conduct random checks of files and registers in office and record observations /directions there on and initial with date and seal to ensure proper maintenance of Records by the Section Clerks.

xxv. Make arrangements for periodical conduct of meetings of Heads of Allied institutions to ensure proper functioning of such institutions and for the review of Annual plan implementation and such other duties entrusted by the Grama Panchayat.

xxvi. Ensure conduct of monthly staff meetings for review and performance evaluation of working of staff in office

xxvii. Ensure smooth functioning of the Grama Panchayat Office by issuing office orders as and when required.

xxviii. Shall discharge various duties such as Advisor to the Grama Panchayat, Implementing Officer, Finance Manager, Tax assessment Authority, Licensing Authority, Permitting Authority, Electoral Registration Officer, Asst Returning Officer, Registrar of Births & Deaths, Registrar of Marriages, Estate Officer, Employment Registrar, Drawing & Disbursing Officer, SPIO, Prosecution Authority, Disciplinary Authority, etc as conferred on him by various statutes diligently.

xxix. Shall ensure proper coordination between the Grama Panchayat and Heads of Allied Institutions. Act as administrator of various softwares used in office and shall assign login facilities to staff and heads of Allied institutions as users with privileges.

6.5.4 Assistant Secretary

The Assistant Secretary shall,

i) Supervise all the works related to demanding and collection of Taxes and Fees as Revenue Officer.

ii) All duties related to MGNREGS such as

   a. Receiving applications for job cards, enquiry, preparation and its distribution

   b. Preparation of Annual Action Plan and shelf of projects and placing it before Grama Sabhas and Grama Panchayat

   c. Conduct of labour Grama Sabhas

   d. Obtaining Administrative sanction and technical sanction for projects

   e. Collection of applications for jobs, arrangement of job and giving intimation on job allotment

   f. Conducting site meetings, providing amenities at site, supervision, measurement, preparation of bills and payment of wages to the accounts of workers and material cost to suppliers using digital signature.

   g. Arranging works in tune with the annual calendar of agricultural activities

   h. Collection of materials at site and arranging skilled labours

   i. Preparation and maintenance of all records and files connected with the scheme implementation as the custodian officer and producing it for audit

   j. Conduct of Social Audit

   k. Safe custody of computer systems and other electronic devices allotted to MGNREGS wing

   l. Supervision of Accredited Engineers/Overseers and Data Entry Operators

iii) Ensure that the assets acquired by the Grama Panchayat are entered in the Asset Register.

iv) Oversee the action on prosecution files, after making necessary entries in Suit Register.

v) Supervise the preparation and updating of the Documents, Records, Registers, Diaries, etc. in connection with the cases pending before various grievance redressal forums such as courts of law, Ombudsman, Human Rights Commission, Tribunal, RTI Commission etc, filed by and/or against the Panchayat.

vi) Appear before the judicial forums, representing Secretary, if personal appearance of the Secretary is not insisted upon.

vii) Gather and make available to the Secretary duly certified reports and other information from the concerned sections, two days in advance of the monthly conference/other review meetings convened by Higher Level Officers.

viii) Serve as the Charge Officer of Kudumbashree.

ix) Act as Implementing Officer of Projects entrusted by the Grama Panchayat.

x) Act as Assistant Electoral Registration Officer (AERO).

xi) Supervise Issual of Allotment Letters of Plan and Non-Plan Projects to implementing officers as part of Annual Plan of the Grama Panchayat.

xii) Closely monitor the activities related to collection of taxes and fees due to the Grama Panchayat and ensure timely action for realization of all revenues due to the Grama Panchayat.

xiii) Act as the Meeting Organiser of Grama Panchayat and Steering Committee meeting

xiv) Ensure timely inclusion of Agenda for Grama Panchayat Meeting in the Agenda Register and preparation and submission of necessary connected records and reports to the Secretary

xv) Monitoring follow up action on the resolutions of the Grama Panchayat.

xvi) Serve as the Grama Panchayat level Meeting Organiser of Grama Sabhas.

xvii) Prepare and submit statement related to his work to the staff meeting.

xviii) Closely monitor the defence/prosecution steps in all cases of pending suits.

xix) Represent Secretary in meetings on authorization and furnish required details

xx) Ensure timely updation of periodical online reports

xxi) Discharge any other duties as assigned by the President or Secretary from time to time.

xxii) Function as Sub Registrar of Births & Deaths

6.5.5 Junior Superintendent (JS)/ Head Clerk (HC)

Perform all duties and responsibilities in strict adherence to the KPR Act and Rules made there under so as to assist the Secretary in the smooth and efficient functioning of the Grama Panchayat and provide handholding support to the subordinate staff and shall:

i) Supervise the office administration.

ii) Supervise the functioning of Front Office.

iii) Function as Assistant State Public Information Officer (ASPIO) under Right to Information Act.

iv) Register Births and Deaths reported in time and issue certified extracts under Sec.12 of the Act.

v) Function as the custodian of the Vehicles and ensure proper maintenance of Log Books.

vi) Assist the Secretary to revise the Citizen Charter timely, every year.

vii) Function as Custodian of the Service Registers of Employees, Attendance Register, Movement Register, Casual Leave Register; Register of Handing over of Charge and Office Order Books.

viii) Ensure presence of staff in office and their proper attendance of assigned duties in Front Office, Main Office and at Field.

ix) Assign duties to the Clerks, as per the instructions of the Secretary through office orders and ensure its compliance as Office Supervisor.

x) Supervise timely distribution of all Tapals and record Distribution Completion Certificate on Registration Cum Distribution Register (except those addressed to the President or Secretary in their personal capacity).

xi) Mark the Tapals to concerned sections which are of dispute in front office and ensure its timely distribution to various sections.

xii) Examine the Tapals and take action on papers of urgent nature, in the absence of Secretary/Assistant Secretary.

xiii) Ensure distribution of Tapals of routine nature, which needs no special directions, to the sections directly from front office for initiating action.

xiv) Ensure proper maintenance of Documents and records by the Section Clerks.

xv) Inspect Personal Register of the Clerks, fortnightly and record observations and directions in running note file.

xvi) Verify pendency status of services and action on files, once in a week, and bring willful dereliction of duty from the part of clerks to the notice of the Secretary for action.

xvii) Supervise handing over of charge between clerks and ensure that all Documents and Records are up-to-date and charge handed over as per the Office Order in force and submit the 'Register of Handing over of charge' to the Secretary duly certified for countersigning.

xviii) Attend meetings representing the Secretary and submit necessary reports, as authorized by the Secretary.

xix) Keep one set of keys of the Almirahs, Cupboards and other Movable Assets that are under lock and key.

xx) Supervise cleaning of office building and auxiliary buildings, proper maintenance of fixtures and furniture, stock and store, etc. Regulate the use of meeting halls, conference room, etc.

xxi) Call for and Conduct random checks of files and registers in office and record observations/directions there on and initial with date and seal to ensure proper maintenance of Records by the Section Clerks.

xxii) Provide hands on training to the staff, in office procedures.

xxiii) Verify the files submitted by clerks and record his/her opinion on it and shall render advice to the Secretary for decision making, quoting relevant statutes/ guidelines.

xxiv) Ensure that front office collection and outdoor collection of field staff are received in office in time, and the accuracy of the same is ascertained , after due verification of receipt book/statements/outdoor collection registers by Front Office Assistant/Cashier and the same is timely remitted to the Account of the Grama Panchayat.

xxv) Act as the nodal officer for producing all records before Performance Audit, KSAD Audit and AG Audit in liaison with the Accountant and various other sections. Ensure proper follow up action on all pending Audit Reports.

xxvi) Ensure timely service delivery on all applications received under Right to Service Act and Citizens Charter.

xxvii)Prepare a monthly statement of transferred files pending return (see 2.5.2).

xxviii) Make arrangements for conduct of monthly staff meetings

xxix) Present Performance Evaluation Report of staff in the staff meeting.

xxx) Discharge any other duties as assigned by the President or Secretary from time to time.

xxxi) Act as Assistant Electrical Registration Officer (AERO)

6.5.6 Accountant

The Accountant shall

i. be responsible for the maintenance of accounts and for the safe custody of registers and records related to accounting in Grama Panchayat Office.

ii. shall supervise the Cashier in office, related to collection and remittance of cash

iii. shall be responsible for the maintenance of cash chest

iv. shall keep one of the keys of the cash chest

v. shall ensure the keeping of all valuables including cash, cheques, demand drafts, postal orders, bonds, FD receipts etc. in cash chest

vi. be the custodian of one of the keys of cash chest

vii. write cheques, memo of payment in work bills

viii. maintain the Treasury bill book

ix. Payment or refund shall be made only on the basis of bill prepared in proper format and on due authorization of the President and passed by the Secretary

x. Be responsible for the maintenance of all registers related with the accounts either manually or electronically on software as directed by Govt. from time to time ,such as Cash Book, Subsidiary Cash Book, Cheques and Drafts Register, Bill Register, Cheque Issue Register, Investment Register, Treasury, Bank, Post Office Investment Balance Register, Register of Receipts, Register of Payments, Advance Register, Deposit Register, Appropriation Control Register etc.

xi. Ensure the daily closing of Cash book by the Secretary.

xii. Ensure the remittance of Cash/Cheques/Demand Drafts/Postal Orders etc. on the day of receipt or on the next working day itself in Bank/Treasury by the Cashier and submission of the receipts to the Secretary, duly certified.

xiii. Ensure the cash balance verification by counting by the Secretary or authorized official at the end of every day and certification on its correctness is recorded as per Rule 131(a) of KTC.

xiv. Conduct Treasury/Bank Reconciliation at the end of each month and the Reconciliation Statement shall be prepared in the prescribed form.

xv. Maintain in safe custody the counterfoils of all receipts and all vouchers and the same shall be produced before various audit authorities for audit.

xvi. Keep all vouchers with all enclosures stitched with voucher number labelled in red ink.

xvii. Be responsible for preparation of the draft Budget in the prescribed format for presentation before the Finance Standing Committee and Grama Panchayat.

xviii. Ensure that expenditure is incurred as per provisions in the approved Budget.

xix. Bring to notice of Secretary the need for Supplementary/Revised Budget as and when it becomes necessary.

xx. Prepare Monthly accounts and Annual Financial Statements with connected statements before the 5th of every succeeding month and before 30th April every year respectively.

xxi. Give directions to the concerned sections with approval of Secretary for completing subsidiary registers related with the submission of Annual Financial Statement.

xxii. Keep the file related to preparation of Annual Administration Report and shall ensure its preparation and submission with proper co-ordination with concerned Standing Committees.

xxiii. Ensure receipt of Utilisation Certificates from Implementing Officers for allotments issued soon after making expenditure and the same shall be incorporated in accounts without any delay.

xxiv. Ensure timely repayment of loans and timely remittance to the authorities concerned of the recoveries made

xxv. Ensure that the provisions of Kerala Account code regarding withdrawal/ payment/transfer/disbursement of money from the consolidated fund and the Public account as regulated by act/rules are complied with.

xxvi. Ensure proper classification of expenditure as capital and revenue as prescribed under the provisions of Kerala Account Code and Kerala Financial Code

xxvii. Ensure that the provisions of Articles 82 and 83 of Kerala Account Code Volume 1 relating to loss of cash written off, loss of cash due to acceptance of counterfeit coins or notes, other loss of cash, misappropriation, embezzlement etc. and irregular, unusual or excess payments are observed in matters relating to cash in hand.

xxviii. Ensure maintenance of proper accounts for all financial transactions accurately and promptly as prescribed by Government/Accountant Genaral from time to time

xxix. Keep himself/herself aware of the general principles and standards of financial propriety and the important financial principles as laid down in Article 40 of KFC volume 1 to ender advice on financial matters to the Secretary/Vice President/President if called for.

xxx. Monitoring the progress of collection of various taxes, fees, and other sources of income and submission of periodical reports to the Secretary, Assistant Secretary and Finance Standing Committee.

xxxi. Ensuring that replies to Audit Observations and Audit report are furnished in time by collecting and communicating replies from concerned officers

xxxii. Ensuring the periodical updation of Demand Register and Arrear Demand register

xxxiii. Periodical verification of the receipt of collection and posting them in the Demand register

xxxiv. Preparation of monthly DCB and expenditure statement of Grama Panchayat

xxxv. Be responsible for keeping the Financial data base

xxxvi. Maintain the books of accounts such as Cash Book, Bank Book, Journal Book, General Ledger, sub Ledger and Vouchers under double entry accounting system using Sankya software with proper, correct and timely recording of transactions

xxxvii. Be responsible for the accounting transactions as per Kerala Panchayat Raj (Account Rules) 2011

xxxviii. Satisfying himself/herself that the amounts withdrawn for remittance of various bills are remitted in time and the receipts are filed with vouchers duly initialed by the Secretary.

xxxix. Take print out of Cash Book, Bank Book, Payment Vouchers and the same shall be kept duly attested by the Secretary

xl. Ensuring prompt disbursement of amount withdrawn from Treasury/Grama Panchayat Fund towards unemployment allowance and other social security schemes and timely refund of undisbursed cash to the account.

xli. Provide necessary information to the audit team and produce vouchers, counterfoils of receipts, bank passbooks, treasury bill book and other Documents and Records, as per the requisition slip given by the audit team of Performance Audit, Kerala State Audit and Accountant General (Audit).

xlii. Take timely action on Audit Reports with the help of the JS/HC and Audit Section.

xliii. Ensure that a print out of Counter Day Book and Day Book are taken before 5 pm and shall verify the accuracy of cash collection in office with them.

xliv. Verify and ensure that the amount kept in cash chest tallies with the cash balance as per Cash Book and other subsidiary registers.

xlv. Prepare cheques for the amount sanctioned by the Grama Panchayat Secretary in various bills and issue it properly.

xlvi. Keep Treasury Pass Book and issue closing balance certificates, after monthly reconciliation.

xlvii. Prepare annual closing balance certificate.

xlviii. Keep Bank/Post office Pass Books and carry out monthly reconciliation.

xlix. Submit Returns in time regarding TDS towards IT, VAT and other Government dues

l. Prepare and hand over to the concerned section the Statement of Accounts to be placed before the Grama Sabha on getting information regarding the convening of Grama Sabha .

6.5.7 Sanitary Inspector

i) Supervision and co-ordination of health and sanitation activities.

ii) Conducting enquiry on applications for issue of license to dangerous and offensive trades and factories.

iii) Prevent the use of banned items of plastic by periodical inspections using micrometer and by taking legal action against the offenders.

iv) Supervise waste disposal of the Grama Panchayat, take action against deposition of waste at public places.

v) Make regular inspections at markets owned by Grama Panchayat and ensure its cleanliness.

vi) Ensure that the trade activities at rooms/buildings owned by Grama Panchayat are carried out strictly adhering to the conditions in the agreement and D&O Licence.

6.5.8 Section Clerks – Senior Clerks/ Clerks

Section Clerks shall discharge all the duties entrusted to them as per the Office Orders as well as by any special or general Order. These include:

i) Safe custody of the registers, files, records ,computer systems, printers and other electronic devices connected with the subjects dealt by the Section and made available for official work, until they are handed over as per charge hand over Register/transferred to Record Room/disposed off.

ii) Produce the records under their custody for audit purpose.

iii) Take timely action on all the files related to the subjects assigned to them as per Office Order and submit the current file with notes to the supervisory officer within stipulated time. The notes shall be prepared quoting the relevant statutes and instructions from higher offices/Govt in the subject and the dated initials of the clerks shall be put with seal at the end of the note. They will ensure return of files submitted to higher officers within the normal business time frame, by bringing the matter of delay in return of files to the personal notice of the concerned officer.

iv) Proper maintenance of Personal Registers with up-to-date entries and submitting it for inspection, along with running Note on or before the date fixed for such inspection.

v) Conduct field enquiries and submit report in time.

vi) Attend the Committee meetings as Meeting Organizers as per Office Order and prepare draft minutes.

vii) Responsible for realization of the various Taxes in time, if entrusted with collection duty. For this purpose they shall maintain all necessary registers and prepare and serve demand notice in time.

viii) Prepare a list of pending files, every month, and submit it to the JS/HC and also take action to clear the pendency.

ix) Hand over all disposed files, closed registers and other records to the Clerk in charge of the Record Room under proper acknowledgement on personal register. Till then, the files and records are to be kept safely by the Section.

x) Hand over/take charge of sections by entering the details of files, registers and other documents in the Register of Handing over of charge under the supervision of JS/HC. Both Clerks and JS/HC shall put their signature in the Register and it shall be got countersigned by the Secretary.

xi) Keep all relevant G.Os, Circulars, etc. for future reference in the Stock file duly indexed and make it available for reference, whenever needed.

xii) Ensure Budgetary Control on expenditure by timely gathering information regarding allotment and budget provision from the Accountant.

xiii) Make available to the Accountant the data and information required for the preparation of Budget.

xiv) Furnish replies to Audit section, on Audit Objections pertaining to subjects being dealt with in the section, and also take timely action for clearing the Audit Objections.

xv) Take urgent and time bound action on files related with threat to life and property, illegal activities, LA interpellations, D.O letters, registered Tapals, e-mails, Information under RTI, Service Delivery under Right to Service Act, Service Delivery under Citizens' Charter, Reports to Conferences, Communications from Judicial Forums, complaints received from Complaint Redressal Forums etc. by personally bringing the urgency of the matter to the

notice of HC/JS and Secretary so as to ensure compliance on all such matters within the stipulated time.

xvi) Prepare and update the Registers, Documents, Records, Diaries under the custody of the section by making proper entries in time and getting it authorized by the HC/JS/Secretary,

xvii) Ensure follow up action on all cases pending before various grievance redressal forums such as Courts of Law, Ombudsman, Human Rights Commission, Tribunal, RTI Commission, etc. filed by and/or against the Grama Panchayat.

xviii) Preparation of draft Agenda notes on Agendas to be included in the Grama Panchayat/Standing Committee meetings.

xix) The section handled by Clerks shall be changed compulsorily on completion of 3 years duty, in the section.

6.5.9 Librarian

The Librarian shall

i. take all steps for the proper functioning of the library in accordance with the by-laws framed by the Grama Panchayat.

ii. Maintain registers and files related to Library.

i) be responsible for the custody of the books and other periodicals and will maintain registers like Membership Register, Book Issue Register, Register of newspapers and periodicals and Stock Register of library books. Stock verification shall be done once in every quarter..

ii) Take timely action on matters related to membership and its renewal, issue of books, return of books etc.

iii) Take steps for disposal of old news papers and periodicals with the approval of Secretary.

iv) Collect feedback of regular visitors on requirement of additional periodicals and books and bring the list of such to the notice of Secretary.

v) Libraries shall function in such hours as fixed in the byelaws, but preferably as given below, to be more convenient and useful to the reading public.

a) Libraries where Part Time Librarians are working-3.30 pm to 7.30 pm

b) Libraries where Full Time Librarians are working-8 am to 11 am. 3.30 pm to 7.30 pm

6.5.10. Driver

The Driver have the following responsibilities

i) Log Book shall be maintained properly. Before starting and on completion of journey necessary details shall be entered and the signature of the officer using the vehicle shall be obtained.

ii) Shall submit the Logbook to the custodian officer every day and shall obtain his authentication for the journeys performed.

iii) Shall submit the Log Book Periodically to the Section dealing with the subject of Vehicles for verification.

iv) Vehicle shall be maintained cleanly and in good working condition by regular washing and periodical servicing/repairs.

v) Shall ensure safety of the people and the vehicle by driving it adhering to the provisions of Motor vehicle Act and Road safety directions.

vi) Shall ensure safe custody of the vehicle after journey at garage under lock. If so entrusted, the rent on Tractor, Road Roller and other vehicles given on rent shall be collected and remitted at the Panchayat office promptly using the receipts issued from office.

vii) Ensure that the vehicles other than on rent, are used for official purpose journeys only.

viii) Details of filling of fuel, changing of spare parts, servicing and repair of the vehicle shall be entered in the log book on the date of event itself and got attested by the Custodian Officer

ix) When fuelling, fuel shall be filled to full capacity of the tank, in presence of an authorized officer

x) Ensure timely renewal of Insurance Premium, emission test certificate etc, by bringing it to the notice of the Section Clerk/HC/JS concerned.

xi) He shall take steps for the conduct of Mileage Test once in every year before the due date and get it certified in the log book.

xii) Make repairs at authorized workshops, after observing all the formalities.

xiii) Shall attend duty at extra hours when the President/Secretary attend meetings/official functions outside office premises using the Grama Panchayat vehicle.

xiv) Shall attend duty as per directions of Secretary when the Grama Panchayat vehicle is required on holidays in the conduct of functions like Grama Sabhas etc.

xv) When not on driving duty, they shall make necessary assistance in office as directed by the Secretary/JS/HC.

xvi) While on duty they shall wear sky blue shirt and Navy Blue Pants as uniform.

6.5.11. Office Attendant

Office Attendant shall

i) Report for duty at 9.30 am on all working days at office.

ii) Be responsible for the opening and closure of the office and also for the safe custody of one set of keys.

iii) Serve notice to Tax payers and other public, give meeting notice to the elected representatives and get dated signature.

iv) Attend Treasury/Bank/Post Office duty for the remittance or withdrawal of cash.

v) Discharge all duties entrusted to her/him by the President/Secretary or higher officers.

vi) Deliver letters locally and get acknowledgement in the local delivery book.

vii) Ensure that all electrical appliances are switched off and windows are closed at the time of closing the office.

viii) Affix notices on the Notice Boards at office and at other public places.

ix) Make necessary arrangement for the various meetings of the Grama Panchayat under the supervision of Meeting Organiser

x) Carrying Manual files and registers from one section to other and to supervisory officers at regular intervals to ensure speedy file processing.

xi) Assist in the Front Office as Front Office Attendant.

6.5.12. Part time and Full time Sweepers

Part time and Full time sweepers shall

i. Attend daily sweeping/sanitations duties neatly at allotted places.

ii. After cleaning, enter the details of public places cleaned, in the register prescribed.

iii. Clean the tables, chairs, cupboards, etc, free of dirt and dust every day and clean the toilets daily with cleaning liquids to ensure tidy and hygienic atmosphere. Clean the floors, glass panels of the cabin, windows etc., once in 3 days by wiping with wet mop.

iv. Be collectively responsible for the safe custody of the cleaning apparatus.

v. Submit written reports of any cases of dumping of waste at public places noticed during their outdoor work to the Secretary.

vi. After their field duties, attend the office and discharge any other duties assigned to them by the President, Secretary, Junior Superintendent or Head Clerk.

vii. Ensure availability of safe drinking water in office.

viii. While on duty, wear uniform in Navy Blue Colour.

ix. The duty time of Part Time Sweepers shall be from 9 am to 1 pm.

x. The duty time of Full Time Sweepers shall be from 9 am to 4 pm.

xi. Considering the heavy traffic in roads, the Grama Panchayat shall issue suitable orders regarding the starting time of work of road sweeping, convenient to attend work, without any change in total hours of duty to be attended by sweepers.

6.5.13 Duties of Clerks entrusted with Collection of Taxes and Fees

The Clerks entrusted with collection of taxes and fees shall

i) Assist in the assessment of taxes and collect cent percent taxes and fees such as Property Tax, Profession Tax, Entertainment Tax, Advertisement Tax, License and other fees, Rent etc. of concerned wards/subjects assigned to them.

ii) While taking relevant data such as occupancy of building, zone, plinth area, access, type of roof, age, type of flooring material, and basic tax rate or any other factor relevant for calculation of Tax, ensure its accuracy so as not to incur any financial loss to the Grama Panchayat.

iii) Take all possible steps such as Camp Collection with adequate publicity measures, sending demand notices, steps for prosecution etc., for the realization of the taxes and fees by imbibing the importance of resource mobilization.

iv) Have accurate data regarding Demand/Collection and Balance of Tax and fees in respect of the buildings, and wards entrusted to them, for collection of Taxes and fees.

v) Submit the list of defaulters to the Assistant Secretary for initiating revenue recovery proceedings, if the dues have become arrears.

vi) Hand over daily out door collection to the Front Office cashier, after getting the outdoor collection checked by the Main Office Cashier with reference to outdoor collection register and receipt books used before 3.30 pm and obtain dated signature in the outdoor collection register regarding verification. Then the amount will be remitted at Front Office and the receipt obtained from Front Office will be pasted in Outdoor Collection Register.

vii) Entries shall be made in Receipts carefully without corrections, using double side carbon paper. Details shall be made in Receipt neatly and legibly ensuring accuracy. Original shall be kept as office copy and duplicate shall be issued to the remitter.

viii) Make necessary posting to get DCB Statement.

ix) Keep the receipt books under use, entrusted with them in safe custody and produce it for audit and inspection, whenever called for.

x) Hand over used receipt books to Accountant on proper acknowledgment in Out Door Collection Register.

6.5.14 Duties of Clerks entrusted with Field Enquiries

The clerks entrusted with field enquiries shall

i. Conduct field level enquiry for the purpose of assessment of Tax, Assignment of Building Number, Granting of Permissions and Licenses, Remission and Write off of Taxes etc. and enquiries on complaints and submit reports within the stipulated time.

ii. The enquiry report will be specific to the nature of subject into which enquiry is conducted to enable the Secretary to take a decision. It shall contain the date and time of enquiry, details of persons contacted, their statements, a description of the site, material facts to be taken into consideration and logical conclusions arrived at after the enquiry. The report shall contain a location sketch to bring clarity.

iii. The clerk shall refer relevant Statutes and Govt/Departmental directions and the enquiry report will be submitted with such statutory provisions referred to arrive at a proper conclusion.

iv. Prepare and submit Traders List and List of Institutions form where profession Tax is to be realized in respect of the Wards assigned to them, before 15th July and 15th April respectively.

v. Submit report regarding unauthorized constructions, addition/alteration/ extension of buildings, demolished buildings, unlicensed shops and establishments, unauthorized slaughter houses, encroachments to public property, illegal sand mining, unauthorized entertainments or shows, depositing of waste and any other offences under Act and Rules immediately on noticing them and shall ensure follow up action on such cases by close monitoring with concerned section in office.

6.5.15 Duties of Cashier

i. The Officer in charge of Front Office shall be treated as Front Office Cashier and she/he shall discharge the duties as cashier till the closing of cash transaction at the Front Office and handing over of cash to the Main Office Cashier.

ii. A Senior Clerk will be deployed as Main Office Cashier by the Secretary.

iii. For all cash received in the office towards Taxes and fees, returned M.Os, Cheques, D.Ds or other receipts, proper receipts shall be given.

iv. For the donations received towards distress relief fund prescribed receipts shall be given.

v. Payments and receipts shall be closed by 3.30 pm

vi. Cash hours shall be from 10 am to 1.15 pm and from 2 pm to 3.30 pm.

vii. Receipt of collection amount from collection staff shall be acknowledged at front office, after verification of Out Door Collection Register by Main Office Cashier, and Receipt will be issued.

viii. If the collection amount is not remitted to the Bank/Treasury account on the same day, the entire Collection amount and any undisbursed amounts in office shall be entered in a register specifying the denomination of Cash and got it initialled by the accountant, HC/JS and Secretary. Cash shall be kept in the cash chest, along with the register. She/he shall be the custodian of the Cash Chest.

ix. She/he shall ensure that the amount collected by outdoor collection staff has been accounted for by cross checking their receipt books with collection register.

ix. She/he shall remit the amount collected to the account of the Grama Panchayat preferably by the same day or before 11 am of the next working day and file the pay-in-slip duly initialled by the Accountant, HC/JS and Secretary.

xi. The safe custody of the counterfoils of used receipt books and producing for audit and inspection shall be the responsibility of the Cashier.

xii. He/she shall disburse pay and allowances, honorarium, unemployment allowance etc.

xiii. He/she shall assist the Accountant in preparing monthly/annual D.C.B.

xiv. He/she shall ensure up to date entry of interrupted receipts in Sankhya.

xv. He/she shall be the custodian of unused receipts-both Sankhya receipts and Manual Receipt books and its stock register.

xvi. When receipt Books are issued to clerks for field collection it shall be ensured that the Receipt Book already issued has been fully used and amount collected by it has been remitted to Grama Panchayat account.

xvii. When a new receipt book is issued number of receipts and serial numbers shall be certified on the back of the office copy/original receipt leaf of the last receipt.

6.5.16 Duties of Meeting Organiser (MO)

With the approval of the President, the Secretary shall assign duties of Meeting Organiser to staff in Panchayat Office.

i. Making arrangements for the Periodical convening of entrusted meeting shall be the responsibility of the official assigned with such duties.

ii. The Meeting Organiser (MO) shall maintain the records and support the meeting by acting as the official responsible for dealing with the correspondence relating to the functioning of the Committee assigned to her/him.

iii. The MO shall assist the Secretary and Chairman in preparing the agenda notes, minutes decisions and all other relevant documents for the meeting.

iv. The MO Shall also prepare draft agenda notes /collect from concerned sections the agenda notes duly approved by the Secretary for the meeting .

6.5.17 Office seals

The seal of the Secretary/Authorized Officers/Section Clerk specifying Name, Designation, and Phone number shall be affixed invariably on all the Certificates and permissions issued from the Grama Panchayat and on the note file maintained manually.

Office seals shall be kept in safe custody under the Supervision of HC/Js and shall be affixed in all manual certificates issued from Panchayat Office.

6.5.18 ID cards

i. When on duty all officials of the Grama Panchayat shall wear ID cards.

ii. The ID card of the Secretary shall be issued by the Deputy Director of Panchayats and that of the staff shall be issued by the Secretary.

iii. The ID card will be in the prescribed format as prescribed by Government

iv. The details of ID cards Issued shall be entered in a register and it shall be got surrendered when the official is relieved of his duties from office.

6.5.19 Declaration of Personal Cash

i) No Employee shall keep his personal cash in the official Cash Chest.

ii) The personal cash in hand shall be disclosed by making entries immediately on attending the office by entering it in the Personal Cash Declaration Register (PCDR) as given in the format in **Annexure 6.3.**

No correction shall be allowed in the entries made in the PCDR other than those countersigned by the Secretary with explanatory notes and time of correction recorded

6.5.20 Movement Register/ Tour Programme

i) Movement of officials for outside duty shall be recorded in Movement Register (MR). Absence from the office on duty shall be as per the approved tour programme. Such Officials shall note the time of departure, the time of expected return, and the purpose in the Movement Register (MR) under the custody of the HC/JS. On return, the time of reaching office shall also be noted in the MR. HC/JS shall scrutinize the entries and put her/his initials on the MR at the close of every day.

ii) The Secretary shall prepare advance Tour programme for the ensuing month by the 25th day of preceding month and it shall be got approved by the President.

iii) The Secretary shall prepare the Tour Diary of a month before 5th working day of the succeeding month and it shall be got approved by the President.

iv) A copy of the Tour Diary shall be submitted to the Deputy Director of Panchayats.

v) Tour Programme of staff shall be prepared and got approved in advance by the Secretary and a copy of the same shall be submitted to the President.

vi) Attendance of staff in mandatory training programmes/meetings shall be ensured by Secretary by timely deputation, under intimation to the President.

vii) Tour Diaries of Elected representatives, Secretary and staff shall be scrutinised in the Finance Standing Committee meeting of the succeeding month in which journey was conducted and shall be approved by the Grama Panchayat before sanction of Travelling Allowances.

6.5.21 Cash Transactions

i) All cash transactions shall be made in the Front Office counter only.

ii) Cash shall be kept in cash chest only, which can be operated only with double keys.

iii) One key shall be with the Cashier and other key shall be with JS/HC or other Senior Officer entrusted by the Secretary.

iv) The duplicate set of key of Cash chest shall be kept in Treasury/Bank Locker.

v) There shall be a register for recording cash deposited in the cash chest with denominations specified there in with date and time.

vi) Whenever the cash is taken from the chest, it shall be recorded in the register. All entries in the register shall be attested by the Cashier and JS/HC with date and time.

vii) Valuables like Documents of Land Owned by Grama Panchayat, Bonds, Fixed Deposit Receipts, etc. shall be kept in the Chest and Details of such valuables shall be recorded in a register duly attested by the Secretary.

viii) When a self cheque is drawn by Secretary, he will authorize the official by proper endorsement overleaf the cheque for collection of money. Such authorized officials shall be responsible for the safe custody of cash till it is handed over to the Front Office cashier .

6.5.22 Treasury/Bank Duty

Officers deputed for Treasury/Bank Duty shall obtain the Bill Book/Bank Pass Book/Chalan from the Accountant. On return from Treasury/Bank, the money withdrawn or the Demand Draft, Cheque, POC or Chalan as the case may be, shall be handed over to the Front Office Cashier and Bill Book returned to the Accountant without any delay. When they are entrusted with remittance of cash, they will check the details entered in the receipt obtained and shall ensure its accuracy. The receipt shall be handed over to the Accountant.

6.5.23 Casual Leave

i) Casual leave may be granted as per rules laid down by Government from time to time.

ii) Leave including extensions of leave must be applied for in advance and orders obtained before availing leave.

iii) When a Clerk goes on leave he/she shall hand over any office table/shelf key in his/her custody to the JS/HC.

iv) If the leave is due to unpredictable reasons, the same shall be informed to the Secretary at the earliest. While sanctioning leave to any official, the Secretary shall make necessary temporary charge arrangements to reduce inconvenience caused to the public, with regard to delivery of service if any due.

6.5.24 Telephone Etiquette

i) The incoming calls shall be attended by the Front Office Assistant. He/She will connect phone to higher officers if required without any delay. The Officer attending the Call will respond by saying- '*Namaskaaram*'..... Panchayat'.

He/she shall give a patient hearing and reply with a polite tone, without giving room for any sort of complaint and ambiguity.

ii) Messages received from other Offices and alerts from public over phone shall be recorded in a Telephone Message Book, kept in the Front Office. The official attending the call shall note the name/office from which message with date and time of call. The message shall be recorded with carbon copy and it shall be registered as a Tapal immediately. The message shall be immediately brought to the notice of the HC/JS/Secretary.

iii) Official telephone shall not be used for personal purpose.

iv) The Officers and Elected Representatives shall not switch off their mobile phones having departmental CUG (Closed User Group) connection, unless they are at a restricted zone.

6.5.25 Charge handover

i. Any Official who is relieved from office due to transfer, promotion, retirement, leave, resignation, termination, etc. shall hand over files and records in his custody to his successor by entering it in the 'Register of Handing Over of Charge' as in the format given in **Annexure 6.4**

ii. When such contingencies for relief arise the Secretary will issue a preliminary order directing the official to update pending work within a specified time and to prepare list of documents to be handed over.

iii. On completion of the pending work and preparation of list, the Secretary will issue final orders for his/her relief after proper handing over of charge to the designated official by making entries in Charge Hand Over Register.

iv. In contingencies, if the Official is relieved without handing over charge, the fact will be recorded in the relieving order and the official so relieved will take steps for handing over of charge within a period of 15 days of relief.

v. The official thus relieved will be responsible for the custody of all files and registers entrusted to him as per Office Orders till the time of handing over of charge.

vi. The LPC of the relieved officer will be issued only after transfer of charge as per charge hand over register.

vii. The charge hand over register shall be countersigned by HC/JS and authenticated by the Secretary after every handing over of charge,

viii. The Register shall be under the custody of the JS/HC and the concerned officers shall be given attested photo copies of the relevant entries of handing over of charge.

6.5.26 External Official Meetings

i) When an invitation is received, for attending any official meeting by the President/Secretary the section dealing with the subject shall prepare draft notes on the relevant points to be presented before the meeting. It shall be

vetted by HC/JS/AS and shall be approved by the Secretary. It shall be one with relevant data and supported by facts and figures and containing points for offering advice on any matters consistent with statutory provisions.

ii) If the President/Secretary is not in a position to attend the meeting in person, in unavoidable circumstances the Vice President/Standing Committee Chairperson or a Competent Officer, as the case may be, shall be deputed to attend the meeting with authorization and approved notes.

iii) All Elected Representatives/Officers including Secretary who attend any conference or meeting for and on behalf of the Grama Panchayat shall, after the meeting, give a brief note on the matters discussed in the conference and the decisions taken, during the next working day itself. It shall be registered as a Tapal and appropriate action shall be taken on it.

6.5.27 Monitoring Mechanism

Proper discharge of the duties and responsibilities assigned to the employees of the Grama Panchayat shall be ensured by regular monitoring at appropriate levels by the following methods

1. Periodical Inspection of Personal Registers and Work Diary by Supervisory Officials and Secretary
2. Periodical inspection of Registers
3. Checking of pending files at random
4. Performance Evaluation at Staff Meetings
5. Performance Evaluation at Finance Standing Committee meetings
6. Surprise Inspection of Assistant Director of Panchayats/Performance Audit Supervisor.
7. Surprise Inspection of Deputy Director of Panchayats
8. Routine Performance Audit
9. Monthly review meetings of Secretaries/Asst secretaries/Junior Superintendents/Head clerks held at District/Performance Audit Unit Level by the Deputy Director of Panchayats/Assistant Director of Panchayats/ Performance Audit Supervisors.
10. When surprise inspections are conducted by Deputy Director of Panchayats/ Assistant Director of Panchayats, the points as given in the **Annexure 6.5** shall be kept in mind.

Chapter

Engineering Wing and Allied Institutions

7

7.1 The Engineering Wing shall:

i) Discharge all functions related to public works of the Grama Panchayat.

ii) Keep all connected records in safe custody and produce it for audit and inspection

iii) Prepare the Asset Register of the Grama Panchayat and it shall be updated periodically

iv) Conduct site inspection on applications for building permit/completion certificate and offer technical remarks.

v) Fix the rent for the building taken on rent by the Grama Panchayat.

vi) Conduct inspection of public buildings and school buildings and issue fitness certificate periodically.

7.2. Office Facilities for Engineering Wing

i. The Grama Panchayat shall ensure good working facilities for the Engineering Wing of the Grama Panchayat in the Panchayat Office premises. They shall include adequate seating facilities, tables, and cupboards.

ii. Special arrangements like safe keeping of the Measurement Books and work files, computers with internet facilities and LAN connectivity with Grama Panchayat Office and supportive equipments including printers etc. should be provided.

iii. When the Asst. Engineer/Overseer is on field duty, the fact shall be displayed in the office premises with place of visit, expected time of return and contact mobile number.

7.3. Office Facilities for VEO/ICDS Supervisor

Sufficient work place arrangements shall be made by the Grama Panchayat for the VEO and ICDS Supervisor in Panchayat Office premises.

7.4 Delegation of Functions and Granting of Leave -Allied Institutions

i) The President can delegate any related function to the employees of the Allied Institutions of Grama Panchayat, in addition to their normal functions in accordance with their qualification, experience, and expertise as per Sec.181 (4) of the Act.

ii) The Heads of all Institutions of Grama Panchayat shall submit their tentative advance tour programme to the President of the Panchayat on the first working day of the month and their detailed Tour Diary on or before 5th of the succeeding month.

iii) The Casual Leave of the Heads of Office shall be granted by the President. A Casual Leave register as given in **Annexure 7.1** to record details of Casual Leave sanctioned to the Heads of Institutions shall be maintained in Grama Panchayat Office. While sanctioning casual leave, entries shall be made in the register and the same shall be authenticated by the President. Applications for casual Leave shall be filed with orders of President there on. When a Head of Allied Institution is transferred, the President will issue a Certificate regarding the number of Casual Leave availed by the officer, on getting copy of transfer order and RTC/Relieving Certificate. The transferred officer shall be eligible for availing Casual Leave at new station, only after getting such a certificate. Other eligible leave shall be granted by Competent Officer, on the recommendation of the President.

Chapter

8 Total Quality Management

Grama Panchayat, being mandated with delivery of civic and other services, continuous improvement of the quality of service delivery through improved Governance is most essential. Each and every activity of the Grama Panchayat shall be citizen centric and targeted towards citizen satisfaction. Total Quality Management (TQM) is the practice of appropriate management for attaining this objective.

8.1. Principles of TQM

For ensuring quality in services through good governance, TQM shall be implemented in Grama Panchayats keeping the principles of:

(i) People Centricity - the focus of all activities of Panchayat shall be for the satisfaction of people.

(ii) Good Leadership - the President, Standing Committee Chairpersons, Elected Representatives, Secretary and Officials concerned shall take lead role at their respective field and ensure collective action with efficiency and effectiveness.

(iii) Inclusiveness in Participation - the participative forums of the Grama Panchayat shall be strengthened so as to ensure participation from all sections of the society.

(iv) Process Orientation - All the programmes and activities of the Grama Panchayat shall be documented, and monitored closely to ensure attainment of the objectives.

(v) System Orientation - There shall be a comprehensive approach, taking into

account each and every segments of the Grama Panchayat, their complementary nature and relative importance to ensure achievement of predefined goals.

(vi) Continuous Improvement – Continuous improvement of quality in service delivery, through periodical up-gradation of the Citizen Charter, capacity enhancement of employees and with office automation shall be ensured.

(vii) Evidence based Decision Making - The decisions of the Grama Panchayat shall be made on the basis of facts, material evidences and objectivity following due process.

(viii) Mutually Beneficial Relationship - The Grama Panchayat shall ensure rule of law through synergy, mutual respect, and cohesion between Citizens, Elected Representatives and Officials.

(ix) There shall be a mechanism to collect regular feedback from citizens on the functioning of the Grama Panchayat and its service delivery mechanism to make corrective measures as and when needed.

8.2. Functional Focus

The functional focus of Panchayat shall be the citizens and their satisfaction in receiving services as per the Citizen Charter. The Grama Panchayat shall:

(i) Have objectivity in performing assigned roles and discharge the related responsibilities by observing the Rule of Law.

(ii) Enact necessary bye-laws, wherever required to ensure legality of its activities. Format of model bye law is given as **Annexure 8.5**.

(iii) Ensure a congenial atmosphere for people's participation on an inclusive manner and mould the administrative system to encompass people's participation in administrative, developmental, and welfare activities.

(iv) Make the functional arrangements transparent and share that with the Citizen for promoting their engagement with the Grama Panchayat. All relevant records shall be published through websites of the Grama Panchayat.

(v) Ensure proactive disclosure in every sphere of activity, upholding the spirit of Right to Information Act.

8.3. Quality Circle (QC)

i. To ensure its quality of functioning, Quality Circles will be formed in every Grama Panchayat, by including representatives of Elected members and Officials. (The guidelines for QC is given in **Annexure 8.1**).

ii. For the sustainability of TQM and improvement of service delivery, the Secretary with the approval of the President shall:

   a. review the functioning of QC from time to time, with the support of Finance Standing Committee.

   b. consider and give due regard to the suggestions of QC in the monthly staff meeting.

c. shall ensure compliance of such suggestions which are approved by the staff meeting.

8.4. Citizen Charter

In connection with the preparation and publication of Citizen Charter, the Secretary shall;

i. Prepare an agenda note proposing the constitution of a team for preparation of Citizen Charter, as soon as the Elected Representatives assume office after the general election.

ii. A team comprising of the Elected Representatives and Officials shall be formed to prepare Draft Citizens Charter. The Vice President shall be the Chairperson and the HC/JS shall be the Convenor. Representatives of Allied Institutions shall also be included in the committee. Every possible steps shall be taken in annual updations, to make the service delivery mechanism more simple by effective computerization and reducing the tiers of file processing with added responsibilities at appropriate levels. Quality Circles will collect feedback monthly from the public and it will be given due consideration in updation process.

iii. The draft Citizens' Charter prepared shall be vetted by the Steering Committee with the help of Finance Standing Committee

iv. Grama Panchayat shall approve the Citizen Charter and shall review and update the same every year.

v. Wide circulation of the approved Citizen Charter in Grama Sabha, and in other public forums such as Kudambasree group, Ayal Sabha and publication of it in the Website of the Grama Panchayat etc shall be ensured .

vi. The JS/HC shall closely monitor the activities in Front Office and Main Office to ensure the delivery of services as per Citizen Charter through Front Office.

vii. Grama Sabha Convener shall ensure that the Citizen Charter is delivered to all the households in his constituency.

8.5. Panchayat Office

The Grama Panchayat shall ensure the following:-

i. Physical environment of the Grama Panchayat Office shall be established in tune with the multi-faceted tasks that the Grama Panchayat perform.

ii. Well-structured meeting hall, conference halls, office, and other infrastructural facilities shall be provided to enhance the efficiency of Grama Panchayat Office in service delivery as well as in good governance.

iii. A flag pole for hoisting National Flag shall be erected in front of the office building.

iv. Every Grama Panchayat office shall have a people friendly Front Office with the amenities as in Box 8.1

v. The compound wall or any exterior or interior structure of the office building shall not be allowed to be defaced by sticking bills or posters. They shall be affixed only on the notice board.

Box 8.1. : Amenities for the Public at Front Office

Earnest efforts shall be made by the Grama Panchayat to make available the following amenities to the public conveniently

Front Office Counter: The counter shall be arranged in such a way to facilitate unobstructed vision and face to face communication between the Front Office staff and the Public.

a Tapal Box for depositing applications etc. on holidays and after working hours.

b) Ramp Facility for physically challenged.

c) Convenient seating arrangement and writing table.

d) Application Forms for various services issued, either free of cost or for a price.

e) Stationery articles such as Pen, Paper, Gum, Thread, Stapler, Single Punch, Pin, Waste Paper Basket, etc.

f) Potable water.

g) Urinal and Toilet facilities, separately for ladies and gents. Toilet shall have hooks/ small berth for keeping handbag and a waste bin.

h) Locked Complaint Box with a label exhibiting time of opening, person authorized for opening, and the procedures of follow up action.

i) Token counter/token dispensing machine and token number display and announcement unit. (Separate queue shall be arranged for Senior Citizens and physically challenged persons).

j) Wash basin.

k) First aid kit.

l) Newspapers, periodicals, leaflets, etc. including children's magazines.

m) TV for displaying the various schemes and programmes, public notices, and for live telecast of Panchayat meeting, etc.

n) Touch screen for file tracking and for providing information

o) Feeding room for babies.

p) Help desk for filing of online applications, Photostat kiosk, and coffee vending machine.

q) Public Addressing System.

8.5.1. Spatial Planning for Office

i. An effective spatial planning strategy shall be prepared by each Grama Panchayat for optimum utilization of the available space.

ii. When new office buildings are constructed structural arrangements shall be made in such a way as to adapt to the working environment of modern offices with the concept of paperless office.

iii. No unwanted paper and waste material shall be kept inside the office or nearby premises.

8.5.2. Front Office (FO)

i. The functions of Front Office (FO) includes:

a. receipt of applications, Tapals, and cash/cheque/DD

b. delivery of service,

c. disbursement of cash,

d. reception cum information counter to the public, etc.

ii. The Front Office shall function as a people-friendly enquiry counter and single window service delivery point.

iii. This system shall be for ensuring delivery of service on the principle of 'first cum first serve". without any third party agencyship

iv. The applications received shall be subjected to preliminary scrutiny with the help of a checklist by the Front Office Assistant. The Front Office Assistant shall be personally responsible for receipt of faultless applications with respect to prescribed format, authentication, affixing Court fee stamp, availability of necessary documents, remittance of required application fee etc. to avoid hurdles in service delivery.

v. A bound copy of the Check list on service delivery as approved by Government shall be kept in Front Office and all staff personnel deputed to duty in Front Office shall be well versed with the contents of the check list and it shall be referred on accepting applications in Front Office.

vi. The Secretary, through Office Order shall entrust staff on duty in the Front Office on a daily rotation /term basis. They shall include Front Office Assistant not below the rank of a Clerk and Front office Attendant in the cadre of Office Attendant.

vii. The Front Office counter shall be arranged infront of the GP office, approachable to all conveniently.

viii. The Front Office Staff shall address the citizen as 'sir/madam' during the course of interaction and shall be polite and courteous.

ix. To ensure effective functioning of Front Office, Clerks and Office Attendants shall be put in charge in Front Office only after giving them training on checklists, communication skills and etiquette on polite behaviour.

x. The Front Office Assistant shall provide information to the citizens on enquiry on application formats, how they are filled up, enclosures required, fees to be remitted and office procedures.

8.5.3 Facilities for the Staff at Front Office

i. The following facilities shall be made available to the staff on duty for the smooth and effective functioning of the Front Office.

a) Table, Chair, Shelf, Cabin, Cash box and all necessary office stationeries

b) Registration cum Distribution Register (**Annexure 2.3**), Front Office Diary (**Annexure 8.2**), Front Office Duty Register (**Annexure 8.3**), Form Issue Register (**Annexure 8.4**), Message Book (**Annexure 2.2**), various application forms and required Rubber stamps.

c) Copies of Kerala Panchayat Raj Act and Rules, Right to Service Act and Rules, Citizens' Charter of the Grama Panchayats.

d) Computer deployed with the relevant software for the Front Office and having VPN/KSWAN connectivity and connected to Main Office through Local Area Network.

e) Information diary with address and telephone numbers of all elected representatives, Officials, Allied Institutions, Office Bearers of ADS/ CDS, Health workers, Preraks, other committee members, important institutions functioning in the Grama Panchayat area and in the District, District Level Offices of various departments, Panchayat Directorate, Government and Grievance Redressal forums such as Ombudsman and Tribunal for Local Self Government Institutions etc.

f) Office Orders and Work Distribution Chart.

g) Sankhya Receipts, and Computer stationery

ii. Arrangement of the facilities shall be reviewed by the JS/HC, every week and shortfalls if any shall be rectified timely.

8.5.3.1. Amenities for the Public who visits the Front Office.

i. The Grama Panchayat shall arrange the amenities for the public as listed in **Box 8.1.**

ii. To ensure maximum citizen satisfaction, the Finance Standing Committee shall review the Front Office system with the help of Quality Circle (QC) and ensure its continuous improvement. The Check List given in **Box 8.2** can be used for this.

The gist of the Citizen Charter shall be prominently displayed in front office so that the visitors can go through it. The attendance boards also shall be displayed at a conspicuous place.

a. It is a good practice to notify in a meeting notice board the dates of last meetings conducted and scheduled meetings such as Grama Sabha, Grama Panchayat Meeting, Standing Committee meetings, etc. with date, time and venue. CCTV may be arranged at Front Office to enable people to watch the proceedings of the Grama Panchayat.

Box 8.2: Check List	
i.	Seating facilities, writing desk, and stationery, are sufficient and useful.
ii.	Facilities of wash basin, urinal and toilet with water availability ensured and are kept clean.
iii.	Reading corner with current journals, and newspapers are properly arranged and are available for reading.
iv.	Television is functioning properly.
v.	Drinking water is available with tumbler and is installed in a clean and hygienic environment.
vi.	First aid kit is available, and has sufficient articles.
vii.	Complaint box is opened once in a week by the President in the presence of the Secretary and complaints received are registered as a tapal and processed with due importance.
viii.	Ensure that tapal box is in a convenient place to enable citizens to deposit tapals even after closing of office.
ix.	Touch screen is providing updated information about the status of applications.
x.	Front Office Assistant is giving acknowledgement receipt for all applications with service delivery date incorporated as per citizen charter and Right to Service Act.
xi.	All complaints received in Front Office are properly acknowledged and the same are brought to the notice of the Secretary immediately
xii.	Feeding corner arranged is suitable and provides privacy for mothers coming with babies
xiii.	Toilet for women meets their special requirements.
xiv.	Ramp for aged and differentially abled people are proper and usable .
xv.	Token system, if installed, is working and is being used to serve its purpose.

8.5.3.2. Notice Boards

Notice Boards as per the list given in **Box 8.3** shall be displayed at the Grama Panchayat Office at a conspicuous place, neatly and data daily updated, without affecting the elegance of the Front Office. All possible efforts shall be taken to give information through Touch Screen and Electronic Display Boards.

Box 8.3 Information Boards

Sl. No.	
1	Citizens Charter
2	Directory of the Office Bearers of the Grama Panchayat with telephone numbers
3	Board giving details of Designated officers under Right to Information Act.
4	Board of Registrar of Birth, Death, and Marriage,
5	Board of alertness on Anti-corruption with contact No and address of Vigilance and Anticorruption Bureau Wing
6	Board on Public Grievance Redressal Mechanism
7	Board of Ombudsman for Local Self Government Institutions
8	Board of Tribunal for Local self Government Institutions
9	Office Attendance Board
10	Attendance Board of Elected Representatives
11	Board on 'No Smoking Notification'
12	Meeting Boards- Grama Sabhas, Grama Panchayat Meetings, Standing Committee meetings, Steering Committee meetings, Staff meeting and meeting of Heads of Transferred Institutions
13	Service Status Board
14	Right to Service board (under rule 6 of RTS Act 2012)
15	Notice indicating ban of sticking bills/posters in any interior or exterior structure of the office and compound wall
16	Signage for toilet and drinking water, and boards stating Working hours

8.5.4. Service Display Board

i. The Attendance Board, Service Status Board, and Notice Board that require daily updating shall be entrusted to QC and the JS/HC shall monitor the same.

ii. Each Section Clerk shall submit a report to the Secretary through the JS/HC on the status of service delivery applications processed by him in the previous month.It shall contain the number of applications pending on the first day of the month, number of applications received during the month, number of applications on which services rendered before the stipulated time as stated in the Citizen Charter, number of applications on which service delayed with reasons for such delay, and number of applications pending at the closure of the month.

iii. JS/HC shall compile monthly report on status of Service Delivery based on reports collected from officials in office who are dealing with the sections of items included in Citizen Charter as given in **Table 8.1.** and shall be presented in the staff meeting.

Table 8.1. Monthly Service Delivery Status Report

Name of Service Desig nated	Desig nated Section and Name of Clerk	No of applica tions pending service delivery	No of Applicat ion received during the month Disposal of appli cation	No of applications pending service delivery			No of applications Pending, with due date over	Variance – positive or negative	Remarks*
				Before due date	On due date	After due date			

* Positive variance means delivery of service before due date In case of positive variance, the same can be adopted during the renewal of Citizen Charter

* If negative variance, the reason for it shall be analysed and measures will be taken to ensure compliance with Citizens' Charter/extension of service delivery date.

8.5.5. Main Office

The Main Office shall be arranged conveniently to ensure maximum productivity from the Main Office Staff.

8.5.5.1. Amenities at Main office for the Staff

i. Main Office shall have all required infrastructure facilities for smooth and effective functioning of the office.

   a. Cubicles or cabins shall be arranged with optimum utilization of available space in such a way that the Head Ministerial Officer gets a clear view of all the Sections.

   b. Each cabin/cubicle will have power supply for installing computer, printer and other required electronic devices.

ii. The interior arrangements shall be made with a long term vision to adapt to the changing technological advancements. There shall be seating facilities for all officials, and racks for keeping current files at arm's length. The cabins and cubicles for officials shall be arranged in such a way that they can see each other and those occupying nearby seats can communicate with each other freely. The arrangements shall be made in such a way as to get a good ambience to the office.

iii. Computer Systems with network and local applications installed shall be made available to all officials with the objective of making the office paperless in due course of time.

iv. It is nice to have a music system arranged inside the office and operate in low volume to reduce the stress of officials.

ii. The following facilities shall be provided in the Main Office

a. Intercom facility connecting President, Secretary, Chairpersons of Standing Committees with all Sections, Meeting Hall and Allied institutions functioning in the premises

b. Seating arrangements shall be ergonomic to ensure optimum utilization of infrastructure facilities and a healthy work place with sufficient light and ventilation.

c. Section Board: Name boards with Section code, number, and name shall be affixed either behind or on the table of the Section Clerk/Official for easy identification.

d. Separate cabins for installing server computer, networking boards, UPS and other hardware supportive to be arranged.

e. Cash Chest: It shall be fixed on the wall or to the floor and shall be operational with double keys for storing cash and other valuables.

f. Gender friendly toilets: Gender friendly toilets and urinals shall be constructed as an indispensible part of main office.

g. Subject to availability of space, the following facilities may also be provided:

- Chamber for Inspection of Records- A separate room with a large table and sufficient chairs may be arranged for inspecting the files and records of the office. This space can be utilized for inspection of records by the public under RTI Act as well as for the use of inspecting officers, auditors etc.
- Dining room: A dining room shall be arranged for staff with Table, chairs, wash basin and drinking water facilities
- Lockers for all officials to store their personal belongings.

iii. Fire prevention and firefighting arrangements

iv. The office should be kept clean and tidy.

v. The HC/JS shall ensure that no bills or posters are stuck on the wall inside or outside the office premises

vi. All the equipments and cupboards must be dust free and cupboards should have locks.

8.5.6. Amenities for President, Secretary at Office

i. There shall be separate cabin/chamber for President and Secretary. This shall:

a. be transparent as far as possible.

b. have a show case for keeping trophies and other prizes bagged by the Grama Panchayat and shall be set up in the President's Chamber.

c. have wall portraits of Father of the Nation and President of India in the chamber of the President.

d. a name board displaying the names and term of office of the Presidents/ Secretaries may also be arranged.

e. be attached with toilet and wash basin.

ii. Separate cabins may also be provided for Vice President and Chairpersons of Standing Committees.

iii. Chairs for Visitors shall be provided in all these cabins/chambers.

8.5.7. Grama Panchayat Meeting Hall

i. There shall be a separate hall for convening the meeting of the Grama Panchayat. It shall be arranged with:

a. Convenient seating facility for the Chairperson, members, Secretary, Meeting Organiser and other ex-officio member Secretaries and Officials.

b. Separate gallery for visitors and media.

c. Public address system, Intercom, tables with provision for keeping documents, Computer, LCD Projector with monitor etc.

d. Table and other required facilities for smooth handling of files submitted for the Grama Panchayat meeting and for concurrent recording of the meeting proceedings.

ii. The proceedings of the Grama Panchayat Meeting may be made viewable to public, through CCTV display at Front Office

8.5.8. Panchayat Conference Hall

i. A separate Conference Hall may be arranged for convening various committees, conferences and training programmes

ii. The Conference hall shall be equipped with PA system, Intercom, Computer, LCD Projector, White Board etc.

8.5.9. Store Room

i. There shall be a Store Room for the safe custody of stock and store, forms and registers, consumables for computer and other articles with proper furniture for the upkeep of articles.

ii. The store room shall be inspected periodically by the HC/JS and ensured that all materials kept there in are safe and is in good condition.

8.5.10. Room for Sanitary Workers

i. A separate room shall be provided for the Sanitary Workers for storing their implements.

ii. There shall be necessary facilities in the room for Sanitary Workers for keeping their uniforms and for washing and changing dress.

8.5.11. Garage

i. For parking the vehicles owned by the Grama Panchayat, strong and safe garage shall be constructed in the Panchayat office premises.

8.5.12. Power Supply

Uninterrupted Power Supply shall be ensured in meeting hall, conference hall, main office and Front Office with necessary arrangements like UPS with sufficient backup, inverter, generator etc.

8.5.13. Sustainable Clean Office

i. For clean and hygienic environment, the office shall follow the 5S frame work (**See Box 8.5**) of housekeeping such as Sort, Set in order, Shine, Standardize, and Sustain. The guideline for 5S Framework is given in **Box 8.6**.

Box 8.5: 5 S Framework

5 S Components	Tasks
Sort	Sort all the documents, records, files and other items systematically as wanted and unwanted.
Set in order	After sorting the documents, records, files, and other items, they shall be Set in Order according to needs.
Shine	Every day, all the concerned officials shall ensure cleanliness of their working area and surroundings (shine) of the office amenities.
Standardize	Standardized system shall be evolved and the same shall be strictly followed in office procedures
Sustain	The officials in the supervisory cadre shall ensure the sustainability and effectiveness of the system by close monitoring.

Box 8.6: Guideline for 5 'S' Framework

i) Sorting shall be done and arranged as essential, desirable and not often required and outdated.

ii) The most essential items often required shall be set in order at arm's length of the officer and the other items conveniently in proper places.

iii) Every day, five minutes shall be spent for cleaning by all officials – her/his files, table, chair and equipments and fifteen minutes once in a week, for cleaning of the office and its premises. Roles and responsibility in this regard shall be fixed in advance through Office Orders

iv) Disposed files and outdated records shall be periodically transferred to the record room.

v) Time barred records in record room shall be destroyed after observing all procedural formalities.

vi) Furniture and electronic equipments, requiring repair shall be repaired and made use of without delay and all unserviceable articles and furniture shall be auctioned and disposed off following the procedural formalities.

vii) Quality Circle can be used to initiate and stabilize the above house-keeping process.

viii) Participation of every staff in office shall be ensured in such cleaning process.

ix) For the sustainability of 5S, daily monitoring shall be done by the HC/JS. Secretary shall review the effectiveness of such monitoring keeping in mind 5S principle.

8.5.14. Performance Audit

The Secretary of GP shall ensure:

i. Suitable arrangements for the conduct of Monthly Audit by Performance Audit Team.

ii. The HC/JS shall function as the Liaison Officer to supply the information and records to the Performance Audit Team

iii. Arrangements shall be made for the conduct of entry and exit meetings with the involvement of all staff personnel in Panchayat office, steering committee members and implementing officers.

iv. The Performance Audit Reports and Score sheets on Performance Evaluation shall be immediately attended by the concerned functionaries to rectify the defects noticed/to improve their performance level.

v. The Action Taken Reports on previous months audit observations shall be presented in the Entry/Exit meeting by the concerned.

8.6. Right to Service

i. It shall be obligatory on the part of all concerned to render the services within the stipulated time limit, which are referred under Right to Service (RTS) Act and in the Citizens' Charter which is updated and published by the Grama Panchayat from time to time. The failure to do so shall be treated as delinquency.

ii. To ensure timely service delivery in all such items the functionaries such as Front Office Assistant, Section Clerk, Supervisor, Enquiry Officer, Secretary etc. shall be assigned specific time limit to complete process from their side within the total span of service delivery period.

iii. If delay in service delivery happens on account of lapses/delay from the part of any concerned officer/officers so assigned with specific time limit, then such officers shall be held primarily responsible for payment of compensation if any claimed/ordered to be paid.

8.7. Standing Order Book (SOB)

i. Standing Order Book (SOB) shall be maintained by the Sections including Clerks/Accountants/Supervisory Officers with suitable subject wise index and page number for easy reference.

ii. All Relevant and Important orders issued By Govt/Departmental Authorities/ Secretary, bye laws passed by Grama Panchayat and notifications of Grama Panchayat on subjects dealt with in the section shall be kept pasted in the Standing Order Book.

iii. It shall be an important reference document in Office and shall have space for recording the name, period and initials of custodian section officials in chronological order.

iv. It shall be handed over to the designated officer, along with other records when an official dealing with a section is relieved of his duties with charge arrangements.

v. Whenever a staff personnel newly joins duty in office, he/she shall record his name and initials in the standing order book and Office Order book in token of having gone through them.

8.8 Training

In service Training shall be arranged for employees of Grama Panchayat at all levels periodically, to increase efficiency of staff and for their capacity building.

The Panchayat Director shall nominate the staff personnel who are due for promotion sufficiently in advance for training, to equip them with the assignments in the promoted post.

KILA shall prepare the modules as required by the Panchayat Director for training programmes for officials at various levels, and accordingly KILA shall organize the training.

8.8.1. Effectiveness of the System

The effectiveness of the system depends on the initiatives taken by the officials and elected representatives, assumption of responsibility by the officers and elected representatives, proper division of duties, timely actions, smooth flow of information through continuous and established channels of communication and regular monitoring.

a. The officials shall ensure that the responsibilities vested on them are carried out with devotion and commitment without any delay.

b. The immediate supervisor of the official shall ensure the timely movement of files inside the office and disposal of files. She/he also report the delay of files transferred to other institutions of Grama Panchayat/Offices to the Secretary and ensure communications for timely return of files.

c. For improving quality of the office functioning in working the Secretary shall ensure the following:

   i. Providing Training at least once in every month, with the involvement of quality circle and Performance Audit Wing

   ii. Arrange a system to collect citizen feedback about the services delivery at Front Office

   iii. Continuous Improvement shall be encouraged through;

   - Regular monitoring and renewal of citizen charter based on the feedback collected from citizens
   - Offering appreciation to best performing officials.
   - Performance Appraisal of the staff shall be brought to the notice of the President and due appreciation shall be given during Grama Panchayat meeting.

Chapter

9

Transparency and Accountability

The Grama Panchayat as a Local Self Government Institution shall ensure transparency in all its activities and shall be accountable to the citizens in discharging duties related with the assigned functions and responsibilities

9.1 Inviting Public Opinion on Certain Agenda Items Under Consideration.

The Grama Panchayat may decide to know the public opinion on certain matters before its consideration. In such cases the Grama Panchayat shall decide the details to be shared with the public to obtain public opinion. It shall include the proposed decision and possible alternatives of decisions, the pros and cons of each decision, details of affected parties/area if any upon the decision, expected outcome, the impact on environment, if any, the cost and investment from different agencies or loss.

a. Specific points on which the public opinion is sought shall be clearly mentioned. It shall include yes or no questions, and request for detailed proposals.

b. The Secretary shall prepare the notice by incorporating the above and shall include the mode of submission of opinion by public, and last date, time and place for receiving such opinion and further course of action proposed upon the public opinion so received.

c. The President shall approve the notice and it shall be notified by the Secretary in website, notice boards of Panchayat Office, Allied Institutions, Village Office and Gramakendras. The Secretary shall make arrangements for collection and consolidation of the public opinion and shall include the same in the agenda of the next meeting of the Grama Panchayat.

9.2 Transparency in Decision Making

9.2.1 Meeting to be Held Open

The public and media shall have access as visitors to the meetings of a Grama Panchayat at any level and such access shall be controlled by the Chairperson. Provided that the person presiding may, for reasons to be recorded in the minutes book, direct the public in general or a person or persons in particular to withdraw or be removed from any such meeting.

9.2.2 Public Attendance and Conduct

When public are allowed to watch the proceedings of the meetings of the Grama Panchayat at any level, the following guidelines shall be followed.

i. The public attending to watch the proceedings shall be allowed in a seperate area from the sitting area of the members to enable conduct of proceedings of the meeting smoothly.

ii. No one may display signs or placards, applaud debating, participate, or engage in conversation or behave in any way improperly that may disrupt a meeting.

iii. No person, other than a member, may speak in such a meeting, except by invitation of the Chair.

iv. Unless authorized by the Chair,

   a) No one except a member may place any material on members' table

   b) No one may distribute any material to members during a meeting.

   c) No one may use a cellular telephone during a meeting, and anyone who brings one to a meeting shall turn off the phone.

9.2.3 Pre-publication of Criteria for the Sanctions

In all the matters where there are bye laws can be made, the Grama Panchayat shall make earnest efforts for the preparation and publication of bye laws.

9.2.4 Ensuring Decisions are Fair and Appears to be Fair

a. In order to achieve fairness in decision making, Grama Panchayat shall ensure that the process through which the Grama Panchayat make decisions is transparent and verifiable with connected records in office.

b. While preparing agenda and decision is taken, following points shall be duly considered by the Grama Panchayat.

   - What is the authority of the Grama Panchayat to take such a decision?
   - How does the decision help to fulfill the functions entrusted with the Panchayat to achieve its goals and policy objectives?
   - Who are the beneficiaries/which are the benefited areas of the decision?-
   - How are the principles of equity and equality being ensured?
   - Who are the affected parties/which are the affected areas?

- How is the principle of natural justice being ensured?
- What is the cost resulting the decision in terms of Financial/social/ environmental aspects?
- How are the relative benefits/outcomes being justified?

c. The Grama Panchayat shall publish the agenda and the notice of all its meetings in Panchayat Office Notice Board and on its Website.

d. The decisions of the Grama Panchayat meeting shall be published in the Panchayat Office Notice Board and in its Website periodically.

9.2.5 Citizen Satisfaction

It is the responsibility of the Grama Panchayat to provide quality services to the citizen. To measure the level of satisfaction of citizen, the Grama Panchayat shall;

i. Make arrangements for collection of feedback from citizens and analyse the level of satisfaction of citizen about the services provided from the office of the Grama Panchayat and allied institutions.

ii. Collect information about the level of satisfaction about the civic services provided, Public amenities and environment, development activities, and functional and institutional management of the Grama Panchayat through periodical citizen surveys.

iii. The information collected shall be analyzed and the satisfaction level of citizen shall be included in the Annual Administration Report of the Grama Panchayat.

iv. The Secretary and HoIs shall analyse the feedback collected and shall make suggestions to the Grama Panchayat to enhance the level by suitable measures.

9.2.6. Record Verification Facility for Public

The updated records in office shall be made available to citizens for verification as per the provisions of RTI Act.

9.2.7. Complaint Redressal Forum

There shall be a Complaint Redressal Forum in every Grama Panchayat to monitor the written complaints received from the public under the chairpersonship of a Standing Committee Chairperson and convenorship of an official. Two elected members and two officials shall be nominated to the Forum in addition to the Chairperson and Convenor. The forum shall sit once in every month to review the action taken on complaints received from the public.

9.2.8 Panchayat Annual Administration Report (PAAR)

a. The Grama Panchayat shall have a vision and mission on the broader principle of Economic Development and Social Justice. It will focus on the effective implementation of, mandatory functions entrusted to it by section 166 of the Kerala Panchyat Raj Act taking into account the demographic and social aspects of the area.

b. To achieve the mission, the Grama Panchayat will take sustained efforts through all its functionaries, and shall mobilize resources for it by all possible means as allowed by the provisions in the Act.

c. The Annual Administrative report published by the Grama Panchayat shall be a comprehensive document with data of all its activities of the previous financial year to attain the above objective.

d. The Secretary and Heads of Allied institutions shall furnish details for preparation of Draft Administration Report to the concerned Standing Committees before July 15.

e. Each Standing Committee shall prepare and submit to the Panchayat their Annual Administration Report for the previous financial year by July 31.

f. The Steering Committee shall consolidate Annual Administration Report before August 31.

g. The Annual Administration Report shall be approved and published by the Grama Panchayat before 30th September as per section 192 (2) of the Act.

h. The PAAR shall be prepared in the format as given in **Annexure 9.1**.

Chapter

10

e-Governance

Sustained efforts shall be taken for office automation of Grama Panchayats by fast track computerization and digitalization of records using softwares developed by IKM/the nodal agency entrusted by Government for the purpose. Digitalisation will result in a paperless office and it has the following advantages,

i. It enhances transparency and files can be tracked and their status is known to all involved at all times.

ii. It increases accountability, responsibility, quality, and speed of decision making and is easier to monitor at all levels.

iii. It assures data security and data integrity and provides a platform for re inventing and reengineering the official processes in tune with the advancement of technology.

iv. It promotes innovation by releasing staff, energy and time from unproductive procedures.

v. It promotes greater collaboration in the work place and effective knowledge management.

10.1 Transition to the Electronic Mode of Working

Custom approach, by phasing the transition from manual mode to electronic mode is to be adopted in Grama Panchayats. The services of the Technical Assistant and IKM staff personnel may be made use of for imparting hands on in house training to the staff personnel in Grama Panchayats. The Panchayat Director with the support of IKM, KILA and SPAO shall work out modalities for a time bound shift of Grama Panchayats to paperless office in terms of infrastructure, availability of

resources, and employee training. A timeline for phased conversion and coverage of offices in each phase shall be adopted.

10.2 Duties of Secretary in e-Governance

The Secretary shall ensure

i. Entrust an employee not below the rank of Clerk, with sufficient knowledge in computer and softwares as Nodal Officer for computerization in office.

ii. The deployment and use of all softwares developed by IKM/Nodal Agency designated by Government for use in Grama Panchayats.

iii. Proper maintenance of computer systems, Printers, Photocopiers, Scanners and other electronic devices through AMCs with competent agencies.

iv. Proper networking of electronic devices for efficient and harmonious functioning.

v. Act as administrator, assigning login facilities and privileges to staff in office on various softwares.

vi. Make arrangements for providing informal training to staff in office at extra office hours, with the support of Nodal Officer/Technical Experts on softwares.

vii. The e-Governance related facilities available to the citizens are publicized through Citizens' Charter and by other publicity measures.

viii. Proactive Disclosures are made through website to ensure transparency of all activities of the Panchayat.

ix. Touch-screen Kiosk and Electronic Display boards shall be arranged at Front Office fault free and data base updated regularly to serve the purpose for which they are installed.

x. Sustained efforts shall be taken for maintenance and updation of Digital Data Base of the Panchayat.

xi. The on line service delivery mechanism is improved by digitalization.

xii. Facilities are enhanced for online submission of applications though Grama Kendras.

xiii. SMS/e-mail alerts on status of applications submitted, Grama Sabha meetings and other notifications of Grama Panchayat to the concerned/citizens are arranged.

10.3 Miscellaneous

i. A mechanism to get regular feedback from users of the software to ensure its user friendliness and conformity with statutory provisions shall be arranged by the Director of Panchayats, involving the functionaries of concerned Institutions.

i. Office management and file management shall be fully computerized. Digital recording of attendances shall be promoted.

ii. Special arrangements shall be made in every office for handling of e-mails and web based reporting.

iii. Any registers/records generated in digital form using approved software shall be sufficient to comply with the requirements prescribed in this Manual or any Act, Rules, Government Orders or Instructions. However, in prescribed cases computer printouts shall be maintained with proper authentication.

iv. For authenticating electronic data in various applications as part of e-governance activities all concerned users shall procure Class 2 Digital Signature Certificate.

v. The officials who are given privileges and user facilities shall handle their user IDs and passwords confidentially.

vi. Stock register of electronic equipments shall be maintained in appended format. (**Annexure 10**).

vii. The domain support for developing software shall be provided by the state level support team formed by Panchayat Director.

viii. The support team members shall be selected considering their computer knowledge, academic background and experience.

ix. User friendliness of the software shall be ensured by regular updation based on feedback from its users.

x. A mechanism for on line collection of feedback from its users shall be ensured.

xi. As far as possible open source softwares shall be promoted.

xii. User guide with adequate illustrations shall be provided to users to equip them and if required, training programmes shall also be arranged under the supervision of Panchayat Director with the academic support of KILA.

xiii. The effectiveness of such programmes shall be monitored using the services of the Performance Audit Wing.

xiv. Online service delivery to the public with the support of the softwares and adequate hardware support including hosting and keeping data in secure Servers shall be ensured.

xv. Nodal Officer of Grama Panchayat shall make arrangements of shutting down of computer systems, Servers, UPS and other electronic equipments at the end of the office hours or as and when requested by the technical experts to ensure safety measures.

Annexures

Annexure 1.1

Form No.1

BIRTH REPORT

LEGAL INFORMATION

This part to be added to the birth register

(To be filled by the informant)

1. Date of Birth
   (Enter the exact day month & year the child was born : Eg.1-4-2000)
2. Sex
   (Enter "Male" or "Female", Do not use abbreviations) :
3. Name of child; if any : (If not named leave blank)
4. Name of the Father
   (Full name as usually written) :
5. Name of the Mother
   (Full name as usually written) :

5A. Permanent address of Parents :

5B. Address of the parents at the time of birth of the child :

6. Place of birth
   (Tick the appropriate entry(a) or (b) and give the name of the Hospital/Institution or the house where the birth took place)

   (a) Hospital/Institution –Name :

   (b) House- Address :

7. Informant's name and address :
   (Counter signature and seal of authorities concerned)
   (In the case of Hospitals/Institutions)

Date: Signature or left thumb mark of the Informant.

To be filled by the Registrar

Registration No. Registration Date:

Registration Unit.

Town/ Village. District:

Remarks (if any) Name and Signature of the registrar

BIRTH REPORT

Statistical Information

This part to be detached and sent for statistical processing

In the case of multiple births, fill in a separate form for each child and write" Twin birth" or "Triplet birth" etc. as the case may be in the remarks column in the box below left.

(To be filled by the informant)

8. Town or Village of residence of the mother:
(Name of Corporation/ Municipality/ Grama Panchayat where the mother usually lives. This can be different from the place where the delivery occurred. The house address is not required to be entered).
(a) Name of Corporation/ Municipality/ Grama Panchayat
(b) Is it a Town/ Village (Tick the appropriate entry below)

   1. Town 2. Village

   (c) Name of District:

   (d) Name of State:

9. Religion of the family: (Tick the appropriate entry below)
1. Hindu 2. Muslim 3. Christian
4. Any other religion: (write name of the religion)

10. Father's level of education:
(Enter the completed level of education e.g. if studies up to class VII but passed only class VI write class VI)

11. Mother's level of education:
(Enter the completed level of education e.g. if studies up to class VII but passed only class VI write class VI)

12. Father's occupation:
(If no occupation, write Nil).

13. Mother's occupation:
(If no occupation, write Nil). :

14. Age of the mother (in completed years) at the time of marriage:
(If married more than once age at first marriage may be entered) :

15. Age of the mother (in completed years) at the time of this birth :

16. Number of children born alive to the mother so far including this child:
(Number of children born alive to include also those from alive to include Also those from earlier marriage(s), if any) :

17. Type of attention at delivery:

(Tick the appropriate entry below)

1. Institutional – Government
2. Institutional – Private or Non – Government
3. Doctors, Nurse or Trained Midwife
4. Traditional birth Attendant
5. Relatives or others

18. Method of delivery: (Tick the appropriate entry below)

1. Natural
2. Caesarean
3. Forceps/Vacuum

19. Birth weight (in Kgs.) (If available)

20. Duration of pregnancy (in weeks)

To be filled by the Registrar

Registration No. Code No. Registration date:

Date of birth: Sex: 1. Male 2. Female

Place of birth: 1. Hospital/Institution 2. House

Town / Village

Registration Unit :

Name and signature of the Registrar

Annexure 1.2
Form No.2

DEATH REPORT
Legal Information

This part to be added by the Death Register

To be filled by the Informant

1. Date of Death
   (Enter the exact day. month and year the death :
   e.g. 1-1-2000) Name of the deceased
   (Full name as usually written)

2. Name of the deceased (Full name as usually written)
   (a) Permanent address of the deceased
   (b) Name of the Father/Husband
   (c) Name of the Mother
   (d) Address of the deceased at the time of Death :

3. Sex of the Deceased
   (Enter 'male' or 'female', do not Use abbreviation) :

4. Age of the deceased if the deceased is over one year of age, give age in completed years. If below one year of age, give age in months and if below one month give age in completed number of days and if below one day in hours.

5. Place of death: (Tick the appropriate entry 1, 2 or 3 below and give the name of the Hospital/Institution or the house where the death occurred. If other place given location)
   (1) Hospital/ Institution Name
   (2) House Address
   (3) Other Place

6. Informant's Name
   (1) Address:
   (2) Counter signature and seal of the authorities concerned (In the case of Hospital/Institutions) (After completing all columns 1 to 17, informant will put date and signature here)

Date: Signature or left thumb mark of the Informant.

To be filled by the Registrar

Registration No. Registration Date:

Registration Unit.

Town/ Village. District:

Remarks (if any) Name and Signature of the registrar

Form 2

DEATH REPORT

Statistical Information

This part to be detached and sent for statistical processing

To be filled by the Informant

7. Town or Village of Residence of the deceased: (Place where the deceased actually lived. This can be different from the place where the death occurred. The house address is not required to be entered)
   (a) Name of Town / Village
   (b) ls it a town or village (Tick the appropriate entry below),
   1. Town 2. Village
   (a) Name of District
   (b) Name of State
8. Religion (Tick the appropriate entry below)
   1. Hindu 2. Muslim 3. Christian
   4. Any other religion
   (Write name of the religion)
9. Occupation of the deceased: (If no occupation write 'Nil')
10. Type of medical attention received before death :
    (Tick the appropriate entry below)
    1.Institutional
    2.Medical attention other than institution
    3 No medical attention
11. Was the cause of death medically certified?
    (Tick the appropriate entry below)
    I. Yes 2. No
12. Name of Disease or Actual Cause of Death (For all deaths irrespective of whether medically certified or not)
13 In case this is a female death did the Death occur while pregnant, at the time of delivery or within 6weeks after the end of pregnancy :(Tick the appropriate entry below)
    I. Yes 2. No
14. If used to habitually smoke for him many years?
15. If used lo habitually chew tobacco in any form-for how many years?
16. If used lo habitually chew arecanut in any form (including pan masala)- for how many years?

I7. If used to habitually drink alcohol, for how many years? (Columns to be filled are over. Now put signature at left after item 6)

To be filled by the Registrar

Registration No. Registration Date Code

Registration Unit. No

Town/Village. District

Remarks (if any)

Name and signature of the Registrar.

Annexure 1.3
FORM NO.3
STILL BIRTH REPORT
Legal Information
This part to be filled to the Still Birth Register

To be filled by the informant

1. Date of Birth
   (Enter exact day, month and year e.g 1-1-2000)

2. Sex :(Enter 'Male' or 'Female'
   (Do not use abbreviation)

3. Name of the father
   (Full name as usually written)

4. Name of the mother
   (Full name as usually written)

5. Place of birth: (Tick the appropriate entry below
   and give the name of the Hospital/Institution or
   the house where the birth took place)
   (1) Hospital/Institution Name
   (2) House Address

6. Informant's Name
   (1) Address:
   (2) Counter signature and seal of the authorised concerned
   (In the case of Hospital/Institutions)
   (After completing columns 1 to12, informant will put date and signature here)

Date: Signature or left thumb mark of the informant

To be filled by the Registrar

Registration No. Registration Date Name Code

Registration Unit. No

Town/Village/District Tahsil

Remarks (if any)

Name and signature of the Registrar.

STILL BIRTH REPORT

Statistical Information

This part to be detached and sent for statistical processing

In the case of multiple birth, fill in a separate form for each child and write' Twin birth' or Triple birth'etc as the case may be , in the remarks column in the box below left.

(To be filled by the informant)

7. Town or village of the mother (Place where the mother usually live. This can be different from the place where the delivery occurred. The house address is not required to be entered)
   (a) Name of Town/Village
   (b) Is it town or village :(Tick the appropriate entry below)
   1 .Town 2. Village
   (a) Name of district
   (b) Name of State

8. 1. Age of the mother (in completed years) at the time of birth

9. Mother's level of education
   (Enter the completed level of education eg
   If studied up to class VII but passed only class VI write class VI)

10. Type of attention at delivery:(Tick the appropriate entry below)
    1. Institutional- Government
    2. Institutional- Private or Non-Government
    3. Doctor, Nurse or Trained Midwife
    4. Traditional birth Attendant
    5. Relatives or others

11. Duration of pregnancy (in weeks)

12. Cause of foetal death (If know)

(Columns to be filled are over, Now put signature at left after item 6)

To be filled by the Registrar

Registration No. Registration Date

Date of birth Sex. 1.Male 2.Female

Place of birth 1.Hospital/Institutions 2. House

Name and signature of the Registrar

Annexure 1.4

AFFIDAVIT FOR DELAY REGISTRATION of BIRTH/DEATH

Birth/Death Registration

I, ... (Name &Address) do hereby swear that my ..... (relation) .... (Name & Address) While residing in ..... Grama Panchayat gave birth to a male / female child on/died on ..... at ..... (place of birth/death)/due to ..... (Cause of death).

Whereas due to ..... (given reason) I could not get the birth/death reported and registered in the registration unit, ... Grama Panchayat in time. The event has not been registered in any other Registration Unit till date.

Therefore I request that the delay in reporting and registering the birth/death in time may be condoned and permission may kindly be granted to register the event in ..... Grama Panchayat.

I, also do swear that the facts given above are true and correct to the best of my knowledge and belief.

Dated the ..... day of ..... of year .....

Place:
Date:

Signature:
Name &
Address
Phone No.

The affidavit sworn and signed before me

Signature of Notary Public/Gazetted Officer

Office seal.

With name and date.

Annexure 1.5

NON-AVAILABILITY CERTIFICATE

(Issued under Section 17 of the Registration of Births & Deaths Act, 1969)

This is to certify that a search has been made on the request of Shri./Smt./Kum. ..... son/wife/daughter of ..... in the registration records for the year (s) ..... relating to (Local area) ..... of (Tahsil) ..... of (District) ..... of (State) ..... and found that the event relating to the birth/death of ..... son/daughter of ..... was not registered.

This certificate is issued for the purpose of obtaining sanction for the registration of the event.

Signature of issuing authority with

Name and desigation

Date .....

Seal

Annexure 1.6

KERALA STATE HINDU MARRIAGE RULES

Received..... Initials of Local Registrars .....

Place of marriage	Taluk Town Village	Date of marriage

Particulars	Husband		Wife
Name	Age	A.B	C.D
Place of Birth (if available)			
Civil condition (at the time of marriage			
Occupation			
Residence			
Name of father or guardian			

We hereby declare that the particulars specified above are correct to the best of our knowledge.

Signature of Husband.....

Signature of Wife.....

(If the wife is a minor, signature of legal guardian at the time of marriage)

Two witnesses-

1. Name
   Address
   Signature

2. Name
   Address
   Signature of Local Registrar

Annexure 1.7

MEMORANDUM FOR REGISTRATION OF MARRIAGE

1. Date of Marriage :

2. Place of Marriage : Local area Village Taluk District
(specify hall, mandapam etc.)

....

Photo of the Husband to be affixed	Photo of the Wife to be affixed

3. Details of Parties to the Marriage(As on the date of marriage)

Details	*Husband*	*Wife*
(a) Name in full (in capital letters)		
(b) Nationality		
(c) Age and date of birth (sufficient proof shall be produced)		
(d) Permanent Address		
(e) Present Address		
*(f) Previous marital status		
Married		
Unmarried		
Widower		
Widow		
Divorced		

	Details	Husband	Wife
(g)	Whether any spouse is living (If yes, number of spouse living)		
(h)	Signature with date		
(i)	Name of father or guardian and the relationship		
(j)	Age		
(k)	Address		
(l)	Signature with date (If he is a consenting party)		
(m)	Name of mother		
(n)	Age		
(o)	Address		
(p)	Signature with date (If she is a consenting party)		
	*Put (√) mark on whichever is applicable.		
4.	Witness of solemnization of marriage		

1. (a) Name:

   (b) Address:

   (c) Signature with date:

2. (a) Name:

   (b) Address:

   (c) Signature with date:

5. Details of records of marriage required under rule 9/rule 10, if any:

Declaration of the Parties

We.....do hereby declare that the details shown

above are true to the best of our knowledge and belief.

Signature of the Parties:

Place:

1. Husband

Date:

2. Wife

(For Office Use)

Received by Post/in Person on.....

Local Registrar.

Registered in the Register of Marriages (Common) on .....

.....as Regn. No.....

Local Registrar.

Annexure 1.8

APPLICATION FOR BUILDING PERMIT

APPENDIX - A

_____ Grama Panchayat

APPLICATION FOR PERMIT / REGULARISATION

1. Name in Capital Letters :
2. Address :
   - (i) Permanent :
   - (ii) To which communication are to be sent :
3. Nature of development/construction :
   - (i) Division of plot :
   - (ii) New construction :
   - (iii) Reconstruction :
   - (iv) Alteration :
   - (v) Addition / Extension :
   - (vi) Digging of well :
   - (vii) Change in occupancy :
   - (viii) Erection of Telecommunication tower /other structure
   - (ix) Demolition :
4. Details of plot
   - (i) Survey Number :
   - (ii) Extent :
   - (iii) Nature of ownership :
   - (iv) Number and date of deed / document :
   - (v) Registrar's Office :
   - (vi) Sub Division :
   - (vii) Ward Number :
   - (viii) No: of the nearest building :
   - (ix) Revenue Village :
   - (x) Taluk :
   - (xi) District :
5. Occupancy
   - (i) Residential Group A1
   - (ii) Non residential/Others (Please specify:_____)
6. Whether Government or Quasi Government

7. (i) Plinth area of the proposed building
   (ii) Details

Floor	Area in sq.metres	
	Plinth Area	Carpet Area
Basement/Cellar floor …….. Ground floor First floor …….. …….. …….. Total Area		

8. Maximum height of building in metres
   [as per rule 2(1)(ba)]
9. If the application is for regularisation
   i) Whether completed or not

   (ii) If not completed, the stage of construction
10. Details of Permit / Approved Plan already obtained
11. Name and address of the Developer if any
12. Details of fee paid
   (i) Amount (in Rupees)
   (ii) Number and date of receipt

13. Details of documents, Plans, Certificates etc. enclosed

DECLARATION

I, _____, hereby declare that, the measurements, specifications and other details and specifications mentioned above are correct, complete and true to the best of my knowledge and belief and that I shall abide by the approved plan and the provisions in the act and rules in undertaking the construction.

Signature of the Applicant with name

Place:
Date :

CERTIFICATE

Certified that, the site plan is prepared after verification of the ownership document and the site and the measurements shown are found to be correct.

Signature
Name:
Register Number:
Address:
(Registered Architect/ Building Designer / Engineer/ Town Planner/ Supervisor)

Place:
Date :

CERTIFICATE

Certified that the building plan is prepared in accordance with the provisions of the Kerala Panchayat Building Rules, 2011, Kerala Panchayat Raj 1994 and the provisions contained in the sanctioned Town Planning Schemes.

Signature
Name:
Register Number:
Address:
(Registered Architect/ Building Designer / Engineer/ Town Planner/ Supervisor)

Place:
Date :

UNDERTAKING

I, _____hereby undertake that the building construction /land development will be carried on / being carried on/ was carried on as per the approved plan and permit in accordance with the rules in force.

Signature
Name:
Register Number:
Address:
(Registered Architect/ Building Designer / Engineer/ Town Planner/ Supervisor)

Place:
Date :

Annexure 1.9

Appendix – A2

INTIMTION OF INTENTION TO CARRYOUT CONSTRUCTION/ RECONSTRUCTION/ADDITION/ALTERATION

(As per 132 & 133 of the Kerala Panchayat Building Rules 2011 & Amendment 2014 & 2015)

…… Grama Panchayat; …… Ward; …… Village; ……Taluk.

1. Name of owner in Capital Letters :
2. Address

(i)	Permanent	
(ii)	To which communication is to be sent	

Signature

3. Nature of development/Construction (please put (√) mark in the appropriate box)

(i)	Hut	
(ii)	New Construction	
(iii)	Reconstruction	
(iv)	Alteration	
(v)	Addition/Extension	

4. Details of plot:

(i) Survey Number : …… of …… village

(ii)	Extent	
(iii)	Nature of Ownership	
(iv)	Building number of the nearest building	
(v)	Nearest road junction or landmark	

5. Occupancy (please put √ mark in the appropriate box)

Residential Group A1		Residntial only	

6. (i) Total built-up Area of the building in sq. metres

Existing	
Proposed	
Total	

(ii) Total number of floors ……..

(iii) (a) Whether the plot abuts National Highway, State Highway, District Road, or roads notified by Grama Panchayat under section 220(b) of the Kerala Panchayat Raj Act

1994 (please put √ mark in the appropriate box) : Yes / No

(c) If yes, the distance of the construction from such highway/road: ..... metres

(iv) Minimum Setbacks/years

Front yard:		metres
Rear yard:		metres
Side yard (1)		metres
Side yeard (2)		metres

7. Details to be included:

(i) Copies of proof ownership (please put (√) mark in the appropriate box) : Registered deed .... Pattayam ... Possession Certificate .....

(ii) Consent from the owner of neighbouring plot if the construction abuts that plot boundary.

(iii) In case, NOC/clearances as specified in rule 133 of the Kerala Panchayat Building Rules 2011 are to be obtained, a site sketch not necessarily to scale signed by the owner, showing plot boundary, outline of the extisting and proposed built-up area within the plot, abutting street and width of open yards around is to be enclosed.

DECLARATION

I, ... hereby declare that, the details mentioned above and enclosed along with are correct, complete and true to the best of my knowledge and belief and that I shall abide by the provisions contained in rule 113B of the Kerala Panchayat Building Rules 2011.

(Signature of the owner with name)

Place :

Date :

For Office use only

Inspection report of the Engineering wing:

Observation of the Engineer:

Orders of the Secretary:

Annexure 1.10

BUILDING PERMIT

……Panchayat

No……. Dated……..

Ref:- Application dated …… from Sri./Smt……..

Permission is granted for the erection or re-erection/ addition/ /alteration /demolition of building/digging of well/…… (specify the construction) in building No …… or near the building No. …… in Survey No. ……Village ……., Taluk ……., District …… for …… (specifiy the occupancy) purpose, subject to the conditions stated below:

1) ……
2) ……..
3) ……..
4) ……..

Plinth area of the building is as follows:-

Basement
Ground Floor
First Floor
…….
…….

Place: Signature and Name of the Secretary
Date:

(Seal)

Annexure 1.11

Registers of Application with KPBR for the year .....

Sl.No.	Current No. & Date of receipt	Name and address of applicant	Sy.No. & Village, Ward and door No.	Nature of Occupancy	No. of floors and floor areas	FAR	Fee remitted			Date of submission by Clerk	File transmitted to AE with date	Date of return	Date of intimation to applicant for further details/corrections	Date – forwarded to DTP/CTP/ Fire Force Department/P.C.B./ Railway Authorities etc.	Reply received with No. & date , from whom	Permit No. and date and period of permit	Date of completion or occupation whichever is earlier	Variation from the approved plan if any, if so details	If not completed with in the period allowed No. and date and period of renewal/extension	Property tax and mutation No.	Assessment No.	Initial of Secretary	If permit is refused, ground for refusal	Nature of disposal of date	Remarks
							Application fee	Permit/Development fee	Addl. fee for higher FAR																
1	2	3	4	5	6	7	8			9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24

Annexure 1.12

Emblem

..... Grama Panchayat.

No. .....

Date:

OWNERSHIP CERTIFICATE

Certified that the building No. ..... in ward No. ..... of this Grama Panchayat is owned by Sri/Smt. .....
.....
(Name and address), Adhar No. ..... Election ID card No. ....., Ration Card No. ....., as per the current Assessment Register maintained in this office.

This Certificate is issued as per the request of Sri/Smt. .....
.....for the purpose of .....

Place ;

Secratry

..... Grama Panchayat

Seal

Annexure 1.13

Emblem

..... Grama Panchayat.

No. .....

RESIDENTIAL CERTIFICATE

Certified that Sri/Smt ..... in (Name and address), Adhar No. ..... Election ID card No. ....., Ration Card No. ....., is residng in house No. ..... of ward No. ..... of this Grama Panchayat as per the current Assessement Register maintained in this Office.

This Certificate is issued as per the request of Sri/Smt. ..... for the purpose of .....

Place :

Secratry/Austhorised Officer

..... Grama Panchayat

Seal

Annexure 1.14

Form of residential certificate for inclusion of name in the Voters List.

..... Grama Panchayat.

(As per Circular No. 1557/EM1/2010/LSGD dagted 8.7.2011)

CERTIFICATE

No. Date:

On enquiry it is revealed that Sri/Smt .....

..... (Name and address) And his/her family comprising of the following members are residing in house No ..... of ward no. .....of ..... Grama Panchayat for the last ..... years/months.

LIST OF PERSONS TO BE INCLUDED IN THE VOTERS LIST

SI. No.	Name	SI. No.	Name
1		6	
2		7	
3		8	
4		9	
5		10	

This certificate is issued for producing before the Thasildar ..... and Electoral Registration Officer ..... LA Constituency.

Name & Signature of the Secretary.

..... Grama Panchayat

Seal

Annexure 1.15

Age Certificate

No. ..

Office of the ..... Grama Panchayat

Date :

Certified that the building with present no. ..... in ward ..... of the Grama Panchayat was constructed in the year ..... as the assessment registers of ward ..... of the Panchayat for the year .....

This certificate is issued to produce before ..... for ..... (purpose).

Secretary

Name :

..... Grama Panchayat

To

Sri./Smt. .....

(Office Seal)

Affix court fee stamp of Rs.5.

Annexure 1.16

Application for D & O Trade Licence

Under Kerala Panchayat Raj Act, Rules & Byelaws made thereunder

Before the Secretary..... Grama Panchayat.

1.	Full Name and address of the applicant with phone number			
2.	Age in completed years			
3.	Gender		Male/Female/Transgender	
4.	Purpose of Licence (a) Name and details of articles intended to manufacture, Stock, exhibit or Sale (b) Whether Electric Power is used to run the Machinery if any. (c) The Power consumption in terms of Horse Power			
5.	Name of the owner of Shop building/Land for which the Licence is applied			
6.	If the shop building/Land is not owned by the applicant, whether the document to prove the possession been furnished and the details			
	Village	Ward number	Survey number	Building number
7	Period of licence applied for			
8	Type of roof of the building		Concrete/Tiled/Sheet/Thatched/.....	
9	If for renewal of licence number & date of existing licence			
10	Name of the nearest street/road to the place for which licence is applied			
11	Name of the enterprise			
12	Boundaries of the premises for which licence is applied		East: West: South: North:	

13	Area of premises	
14	Total Number of employee in the establishment	
15	Whether the applicant is a defaulter of any dues to the Panchayat	
16	Whether mechanism for waste disposal provided and if so the details thereof	
17	Is the premises kept neat and tidy	
18	Details of fees paid along with the application	
19	Average daily turn over	
20	Sales tax registration number if any (Tin No.)	
21	No. and date of installation permission obtained if any	

AFFIDAVIT

I do swear that all the facts given above are true and correct to the best of my knowledge and belief and I will obey all the directions and orders of the Licensing Authority scrupulously.

Also I do swear that I will not manufacture stock, use, sell plastic covers below 50/30 microns or use any other banned plastic/tobacco or other articles in my shop and will specify the name of the place where the shop is established in Malayalam and English in the name board.

Place:
Date: Name and signature of the applicant.

For Office Use Only

Enquiry report on the application

Place: Name & Signature of the enquiry officer
Date: Designation

Opinion of the section clerk

Opinion of the Superintendent

Decision of the Secretary

The Licence is Granted/application is rejected on the following grounds

If Granted Licence Number:
Whether any special conditions imposed the details:

Place:
Date: Signature of the Secretary.

Annexure 1.17

Register of Licenses and Permissions for the year .....

Name of Panchayat .....

Sl.No.	
Date of receipt of application	
Current No.	
Name and address of applicant	
Purpose for which licence is requested for	
Details of place of business (Building No. and Ward number)	
Whether fresh or for renewal	
If renewal number and date of original licence	
Amount of fee collected	
No. and date of receipt	
Date of submission by Clerk	
Date of Return to Clerk	
Reference issued to whom and date	
Reply or fresh current received from whom, number and date	
Date of receipt by Clerk	
No. and date of the decision of the Panchayat (if necessary)	
Nature of disposal (whether granted or rejected)	
Licence No. and validity	
Signature of Secretary	
Remarks	

Annexure 1.18
Application to be made for the Construction, Installation of Machinery

Court fee stamp of Rs.5/-

1	Name and address of the applicant with phone number					
2	Name and address of the owner of the land with phone number					
3	Whether consent of the land owner is obtained and if so, copy of the same					
4	Details of the site		Taluk	Village	Sy.No.	Extent
	Boudaries:-	East				
		South				
		West				
		North				
4(a)	If existing building, the building number					
5	Maximum number of workers proposed to be employed in the premises					
6	Details of other buildings within 100 metres of the installation site (Attach site plan)					
7	Whether the site is in any industrial area approved by the Industries Department					
8	Distance from the nearest source of community water supply					
9	Whether site & building plan of the proposed construction is submitted					
10	Particulars of the proposed installation (details of each machinery to be shown)					
11	Whether the location of machinery has been shown in the building plan (Attach Building Plan)					
12	Details of raw materials and chemicals to be used					
13	Manufacturing process used					
14	Details of wastes and effluents expected from the factory with quantity per day					
15	Facilities made for the disposal of waste from the factory without causing water pollution or public health nuisance					

16	Scope of future expansion of the factory (indicate whether there is sufficient space and scope for expansion in future)	
17	Details of NOCs/Clearances enclosed with the application	
	Authority	No. and date of certificate
	1. DMO/PCB	
	2. Inspector of Factories & Boilers	
	3. Fire Authorities	
	4. Others	
18	Amount of installation fee paid	

Date :

Signature of the applicant

Annexure 1.19

Form 1

Application for Registration of Private Hospitals & Private Paramedical Institutions

1.	Name & address of the Applicant	
2.	Name & address of the Private Hospital/ Private Paramedical institution to be established	
3.	Date proposed to start functioning of the institution	
4.	Nature of functioning of the institution	
5.	If Hospital, number of beds	
6.	(1) Number of Doctors (2) Number of other employees (categorywise) of the institution	
7.	If a Training centre subjects in which training is proposed, training facilities and number of trainees proposed to be admitted	
8.	Particulars of Registration fees remitted	

Place:

Date: Signature of the Applicant.

For Office Use

1. Date of receipt of application :
2. Whether registration fees has been remitted or not :
3. Enuiry report :
4. Whether registration has been given or not (If not, state reason briefly) :
5. If registred, Number and Date of registration. :

Signature of the Secretary.

Annexure 1.20

Form 5

Application for Renewal of Registration of Private Hospitals & Private Paramedical Institutions

1.	Name & address of the Applicant	
2.	Name & address of the Hospital Paramedical institution to be Started	
3.	Registration number & date	
4.	If Hospital, number of beds	
5.	(a) Number of Doctors & (b) Number Other Staff members (Category wise) Working in the Institution	
6.	In the case of Training centres, new training subjects if any commenced and the details there of	
7.	Particulars regarding the fees paid for renewal of registration	

Place:

Date: Signature of the Applicant.

For Office Use

1. Date of receipt of application :
2. Whether fees for renewal of registration has been remitted or not :
3. Particulars regarding annual fees levied :
4. Whether registration is renewed or not :

   (If not reason is to be given briefly)
5. If registration renewed, Number & Date of renewal of registration

Signature of the Secretary.

Annexure 1.21

APPLICATION TO REGISTER TUTORIAL INSTITUTION IN VILLAGE PANCHAYAT

1.	Name and address of the applicant	:
2.	Name and address of the Tutorial Institution proposed to be established	:
3.	Date proposed to start functioning the institution	:
4.	How many students are proposed to be taught	:
5.	Number of teachers proposed to be appointed/ appointed	:
6.	Number of non-teaching staff proposed to be appointed/appointed	:
7.	Particulars of course proposed to be offered in the institution	:
8.	Particulars of registration fees remitted	:

Place:

Date: Signature of the applicant

For Office Use

1.	Date of receipt of application	:
2.	Whether registration fee has been remitted or not	:
3.	Enquiry report	:
4.	Whether registration has been given or not (if not, state reason briefly)	:
5.	If registered, number and date of registration	:

Signature of the Secretary

Annexure 1.22

APPLICATION FOR RENEWAL OF REGISTRATION OF A TUTORIAL INSTITUTION

REGISTERED IN VILLAGE PANCHAYAT

1.	Name and address of the applicant	:
2.	Name and address of the Tutorial Institution	:
3.	Number and date of registration	:
4.	Number of students	:
5.	Number of teachers	:
6.	Number of non- teaching staff	
7.	Particulars regarding the courses offered in the institution	:
8.	Particulars regarding the remittance of fees for renewal of registration	:

Place:
Date: Signature of the applicant

For Office Use

1.	Date of receipt of application	:
2.	Whether fees for renewal of registration has been remitted of not	:
3.	Whether registration is renewed or not (if not, state the reason briefly	:
4.	If registration has been renewed the renewed registration number and date	:

Signature of the Secretary

Affix Passport size photo of the applicant taken within 6 Months

Annexure 1.23

Application for Social Security Pension

Name of Social Security Pension: Indira Gandhi National Old Age Pension

1	Full Name of the applicant			IA	Name of Husband/Father:	
2	Address	House Name				
		Place Name				
		Post Office				
		Nearest Anganwadi				
3	Bank Account number of the applicant					
	Name of the Branch and IFSC code.					
4	Ward number		5	House number		
6	Ration card number		7	Aadhar number		
8	Eletion Identity card number		9	Phone number		
10	Age		11	Date of Birth		
12	Family Details					

Sl No	Name	Age	Occupation	Income	Relationship with the applicant	Marital status
1						
2						
3						
4						
5						
		Total Income				

13	Does anyone in the family receive any pension? If so, give name of Pensioner, name of Pension and Pension number	
14	Details of any other any other financial help that the applicant receive from the Government	

Affidavit

I do swear that all the facts given above are true and correct to the best of my knowledge and belief. I also know that if any of the details given above are found to be false my application would be rejected.

Place: Signature:

Date: Name:

Enclosures:

1. Documents to prove the age (any one of the following, Birth certificate/ schoold records/*Certificate from a Doctor not below the rank of an Assistant Surgeon).
2. Copies of Ration card/voter ID Card/Aadhar Card.
3. Details of Bank Account
4. Income Certificate from Village Officer

ChekList

1	Document to prove age	2	Ration Card (Copy of the family page)
3	Voter ID Card (Copy)	4	Aadhar Card (Copy)
5	Bank account passbook (copy of address page)	6	Income Certificate

Report of the enquiry officer

On detailed enquiry and verification of the relevant records I am of the opinion that Sri/Smt./Kum ..... is eligible for Indira Gandhi National Oldage Pension/is not eligible for the Pension for the following reasons.

1.....

2. .....

3.....

Place: Signature:

Date Name

Designation

Seal.

Date of receipt of the application for enquiry ...../...../20.....

Date of conduct of enquiry ...../...../20.....

Date of return after enquiry ...../...../20.....

For Official use

No	Item	Number	Date
1	Decision of the Standing Committee		
2	Decision of the Grama Panchayat		
3	Date of informing the decision to the applicant	...../...../20....	
4	Month and year of effect for the sanction	Month.....Year.....	
5	Date of entry in the Sevana Software	...../...../20.....	

Signature :
Name :
Section !:

Eligibility Criteria

1. The applicant should complete 60 years as on the date of application.
2. The applicant should not have sons above 18 years of age.
3. Should be a permanent resident of Kerala for the last 3 years
4. Gross family income should be below Rs. 1 Lakh.

Affix Passport size photo of the applicant taken within 6 Months

Annexure 1.24

Application for Social Security Pension

Name of Social Security Pension: National Destitute / Widow Pension

1	Full Name of the applicant					
2	Address	House Name				
		Place name				
		Post Office				
		Nearest Anganwadi				
3	Bank Account number of the applicant					
	Name of the Branch and IFSC code.					
4	Ward number		5	House number		
6	Ration card number		7	Aadhar number		
8	Identity card number		9	Phone number		
10	Age		11	Date of Birth		

12	Family Details					
Sl No	Name	Age	Occupation	Income	Relationship with the applicant	Marital status
1						
2						
3						
4						
5						
		Total Income				

13	Does anyone in the family receive any pension? If so, give name of Pensioner, name of Pension and Pension number	
14	Date of death of Husband	
15	Year of Divorce / year the Husband deserted.	
16	Details of any other any other financial help that the applicant receive from the Government	

Affidavit

I do swear that all the facts given above are true and correct to the best of my knowledge and belief. I also know that if any of the details given above are found to be false my application would be rejected.

Place: Signature:

Date: Name:

Enclosures:

1. Documents to prove the age (any one of the following, Birth certificate/ schoold records/*Certificate from a Doctor not below the rank of an Assistant Surgeon).
2. Copies of Ration card/voter ID Card/Aadhar Card.
3. Details of Bank Account
4. Income Certificate from Village Officer

Report of the enquiry officer

On detailed enquiry and verification of the relevant records I am of the opinion that Sri/Smt. ..... is eligible for Indira National Destitute, Widow pension/is not eligible for the Pension for the following reasons.

4.....

5. .....

6.....

Place: Signature:

Date Name

Designation

Seal.

Date of receipt of the application for enquiry ...../...../20.....

Date of conduct of enquiry ...../...../20.....

Date of return after enquiry ...../...../20.....

For Official use

No	Item	Number	Date
1	Decision of the Standing Committee		
2	Decision of the Grama Panchayat		
3	Date of informing the decision to the applicant	...../...../20....	
4	Month and year of effect for the sanction	Month.....Year.....	
5	Date of entry in the Sevana Software	...../...../20.....	

Signature :
Name :
Section :

Eligibility Criteria

1. Widows / Divorced / Deserted by Husband before seven years
2. Should not have remarried
3. The applicant should be a permanent resident of Kerala for the last 3 years
4. Gross family Income should be below one lakh rupees
5. The applicant should have a bank/post office account through which the pension will be disbursed.

Affix Passport size photo of the applicant taken within 6 Months

Annexure 1.25
Application for Social Security Pension
Name of Social Security Pension: National Pension Scheme for Physically and Mentally Challenged

1	Full Name of the applicant						
2	Name of Father/Husband						
3	Address	House Name					
		Place name					
		Post Office					
		Nearest Anganwadi					
4	Bank Account number of the applicant						
	Name of the Branch and IFSC code.						
5	Ward number		6	House number			
7	Ration card number		8	Aadhar number			
9	Identity card number		10	Phone number			
11	Age		12	Date of Birth			
13	Family Details						

Sl No	Name	Age	Occupation	Income	Relationship with the applicant	Marital status
1						
2						
3						
4						
5						
		Total Income				

14	Does anyone in the family receive any pension? If so, give name of Pensioner, name of Pension and Pension number	
15	Detials of disability	
16	Percentage of disability	
17	Details of any other any other financial help that the applicant receive from the Government	

Affidavit

I do swear that all the facts given above are true and correct to the best of my knowledge and belief. I also know that if any of the details given above are found to be false my application would be rejected.

Place: Signature:

Date: Name:

Enclosures:

1. Attested copies of Disability Certificate issued by the Medical Board
2. Copy of Ration Card, Voter ID Card/Aadhar Card and Bank Account details
3. Income certificate from the Village Officer
4. Copy of ID card of Social Security Mission.

Report of the enquiry officer

On detailed enquiry and verification of the relevant records I am of the opinion that Sri/Smt./Kum. ..... is eligible for national pension shceme for the phsicallly and Mentally Challenged/is not eligible for the Pension for the following reasons.

1.....

2.....

3.....

Place: Signature:

Date Name

Designation

Seal.

Date of receipt of the application for enquiry ...../...../20.....

Date of conduct of enquiry ...../...../20.....

Date of return after enquiry ...../...../20.....

For Official use

No	Item	Number	Date
1	Decision of the Standing Committee		
2	Decision of the Grama Panchayat		
3	Date of informing the decision to the applicant	...../...../20....	
4	Month and year of effect for the sanction	Month.....Year.....	
5	Date of entry in the Sevana Software	...../...../20.....	

Signature :
Name :
Section :

Eligibility Criteria

1. The applicant should be either Physically or Mentally Challenged
2. The Physical disability should be 40% or above, Mental disability- IQ below 50, Blindness – 6/60 or not more than 20/200 Snellen, Deaf – Hearing below 90 decibel
3. The applicant should be a permanent resident of Kerala for the last 3 years
4. Gross family Income should be below one lakh rupees
5. The applicant should have a bank/post office account through which the pension will be disbursed.

Affix Passport size photo of the applicant taken within 6 Months

Annexure 1.26

Application for Social Security Pension

Name of Social Security Pension: Pension for unmarried women above 50 years

1	Full Name of the applicant					
2	Name of Father/Husband					
3	Address	House Name				
		Place name				
		Post Office				
		Nearest Anganwadi				
4	Bank Account number of the applicant					
	Name of Branch and IFSC code.					
5	Ward number		6	House number		
7	Ration card number		8	Aadhar number		
9	Identity card number		10	Phone number		
11	Age		12	Date of Birth		
13	Family Details					

Sl No	Name	Age	Occupation	Income	Relationship with the applicant	Marital status
1						
2						
3						
4						
5						
		Total Income				

14	Does anyone in the family receive any pension? If so, give name of the Pensioner, name of Pension and Pension number	
15	Details of any other financial help that the applicant receives from the Government	

Affidavit

I do swear that all the facts given above are true and correct to the best of my knowledge and belief. I also know that if any of the details given above are found to be false my application would be rejected.

Place: Signature:

Date: Name:

Enclosures:
Attested copy of Voter ID Card, Aadhar Card , Bank Passbook, Income and Unmarried certificate from the Village Officer in **Annexure 1.27**

Report of the enquiry officer

On detailed enquiry and verification of the relevant records I am of the opinion that Kum.. ..... is eligible for Pension for unmarried women above 50 years/ is not eligible for the Pension for the following reasons.

1.....

2. .....

3.....

Place: Signature:

Date Name

Designation

Seal.

Date of receipt of the application for enquiry ...../...../20.....

Date of conduct of enquiry ...../...../20.....

Date of return after enquiry ...../...../20.....

For Official use

No	Item	Number	Date
1	Decision of the Standing Committee		
2	Decision of the Grama Panchayat		
3	Date of informing the decision to the applicant	...../...../20....	
4	Month and year of effect for the sanction	Month.....Year.....	
5	Date of entry in the Sevana Software	...../...../20.....	

Signature :
Name :
Section :

Eligibility Criteria

1. Unmarried women above 50 years of age.
2. The applicant should be a permanent resident of Kerala
3. Gross family Income should be below one lakh rupees
4. The applicant should have a bank/post office account through which the pension will be disbursed.

Annexure 1.27

Pension scheme for unmarried women above 50 years

Specimen of the certificate to be issued by the Village Officer*

Certified that Kum. ..... aged .....
Years residing at .....
In ..... Village .....

Taluk..... District is unmarried as on this date and her annual family

income is Rs. ..... (Rupees..... only)

Place: Seal Village Officer,

Date: ..... Village

To

Kum. .....

.....

.....

(As per GO 197/2001/SWD dated 21-07-2001)*

Annexure 1.28

Form No. I

Application for Agricultural Labour Pension

1.	Name and full address of the applicant
2.	Complete age
3.	Name of Father/Mother/Husband/Wife
4.	Name of Village where the applicant resides and the period from which resides in the State of Kerala
5.	Name of Grama Panchayat where the applicant resides with ward number
6.	Details of Landlords uner whom the applicant had worked and the period of working
7.	(a) Annual income of the applicant
	(b) Annual income of husband/wife
	(c) Name of unmarried major children with occupants and income of each
	(d) If in receipt of agricultural labour pension, if so pension No.
	(e) Membership number in Kerala Agricultural Labour Board

I am an agricultural labour for the last 10 years and my main source of livelihood is from agricultural labour I have not applied for pension before/applied for pension. Details are given below:

- The total income of my family including my wife/husband/major unmarried children is below Rs. 11,000/-. I am not in receipt of any financial assistance from Government on a recurring nature.

Signature/T.I. of the applicant

Place :

Date :

Annexure 1.29

Application for Financial Assistance for the Marriage of Daughter of Widows with low Income

1.	Name and address of the applicant with phone number	
2.	Name and address of the Husband	
3.	Date of Death of Husband/Date of divorce/ Date from which missing/abandoned	
4.	Details of family members	
	Name	
	Relationship	
	Date of Birth	
5.	Date of Birth of Daughter getting married	
6.	Name and Address of the Bridegroom	
7.	Monthly family income of the Applicant	
8.	Amount of family share, cost of ornaments of the bride	
9.	Date and Venue of the Marriage	
10.	Details of enclosures	
		1 Death certificate of husband/proof of divorce/missing 2. Birth certificate/proof of age of the bride 3. Declaration of the bridegroom 4. Proof of residence

Place :

Signature of the Applicant

Date :

Note : If both the parents are not living either the girl getting married or the person under whose guardianship she is living may apply.

Enquiry Report

1. Name and address of the applicant :
2. Age :
3. Total number of members in the family :
4. Details of share of property including ornaments:
5. Total annual income of applicant and family members from land/farming/salary/trade etc. :

(from sources)

On enquiry it is proved that the annual income of the applicant is as shown above.

Secretary,

Grama Panchayat

Decision of the Panchayat Committee

Annexure 1.30
Form No. I
Scheme for Unemployment Assistance 1998
Application Form

1. Name of the applicant	
2. (a) Complete address	
(b) Educational Qualification	
(c) Name of the Village	
Name of the Taluk	
Name of the District	
(d) Name of Grama Panchayat Ward No.	
(e) Whether the applicant belongs to SC, ST, OBC etc. and if so, give details	
(f) Is the applicant differently abled?	
3. Date of birth and age	
4. Name of Father/Husband	
5. (a) Name of the Employment Exchange	
(b) Registration No.	
(c) Date of Registration	
(d) Employment No.	
(e) Validity of Registration	
(f) Date of Renewal	
6. Date of Employment received during the last 3 years in Government or Private	
7. Total family income	
8. Whethr employment assistance is being received and if so roll number and Village Panchayat (photo of the unemployment assistance card should be enclosed)	

I do hereby certify that

1. I am not a student at present
2. I do not have any employment which facts me increase of Rs. 100 per month.
   The total family income of my family is ..... (income certificate from the Village Officer is enclosed).
3. I do not own any self employment venture
4. I have not applied for any assistance in any other Grama Panchayat.
5. I do not receive any pension or any other financial assistance, of more than Rs. 100/- from Government.
6. I will inform the Grama Panchayat and stop receiving assistance, if I get any employment having a monthly income of Rs. 100 or more.

I do hereby swear that the facts given above are true and correct to the best of my knowledge. I am aware of the fact that any of the details given are found to be erronious in future, employment registration is liable to be cancelled and the assistance received shall be recovered alongwith a fine of Rs. 100/-. I also understand that I do not refund the amount as stated above it would be recovered under Revenue Recovery Proceedings by the District Collector along with the collection charges as an arrear on tax on land.

Place : Name and signature of the applicant

Date :

For office use

Verified the application with the relevant documents on enquiry the details are found to be true and hence the unemployment assistance may be sanctioned/the application may be rejected for the following reasons.

1) .....

2) .....

3) .....

Place : Enquiry Officer, Name & Designation

Date :

Orders of the Secretary

(1) Employment assistance sanctioned with effect from .....

(2) Rejected for the following reasons:

.....

.....

Receipt

Received the application for unemployment assistance from Sri./Smt. ..... on .....

Secretary

Place : ..... Grama Panchayat

Date : (Office Seal)

Annexure 1.31

Register of Social Security Pensions and Financial Assistance for the year .....

Sl.No.		
Current No.		
Name and Address		
Date of receipt of application		
File transmitted for enquiry	Date	
	To whom	
Date of receipt of report		
Date and No of Decision of the Welfare Standing Committee		
Nature of disposal and date of intimation sent to the applicant		
Date from which eligible		
Pension ID No		
Brief description for rejection of the application		
Remarks		

Note : Use separate registers for each pension/scheme.

Annexure 1.32
Form 1
Application to establish a Livestock Farm

1.	Name and address of the applicant (with phone no.)	
2.	Nature of livestock farm proposed (Cattle farm/Goat farm/Pig farm/Rabbit farm/Poultry farm/Compound farm) Nature of birds and in the case of compound farm specify the category of animals/birds	
3.	No. of birds/animals proposed to be reared	
4.	Extent of land available and its survey no. and village (attach location sketch)	
5.	Details of existing proposed buildings or sheds (attach site plan)	
6.	Details of dwelling houses and other buildings existing within 10 m radius from the boundary of the farm	
7.	Details of waste disposal arrangements	
8.	Is any nuisance, environmental or health problems are likely to arise due to the establishment of the farm?	

Signature of the applicant

Place :

Date :

for office use

1. Application No./file No. :

2. Name and designation of the enquiry officer :

3. Recommendation in brief :
(enclosure detailed enquiry report)

4. No. and date of the resolution of Grama Panchayat :

Signature of the Secretary
(with date)

Annexure 1.33
Form 2
Application for Licence to run Livestock Farm

1.	Name, address and phone number of the applicant	
2.	Number and date of resolution of the Grama Panchayat	
3.	Nature of the livestock farm and type of animal/bird reared (cattle farm/goat farm/poultry farm/rabbit farm/ combined farm). In the case of poultry farm the type of birds and in the case of compound farm type of of animals/birds should be detailed)	
4.	No. of animals/birds to be reared	
5.	Extent of land, in use, survey no. and name of village	
6.	Details of building/shed	
7.	Details of dwelling houses and other buildings within 10 metres radius from the boundary of the farm	
8.	Details regarding the waste disposal measures (compost pit/collection tank/bio gas plant etc.)	
9.	Is there any chance for nuisance, environmental or health problems when the farm start functioning?	

Signature of the applicant

Place :

Date :

for office use

1. Application No./file No. :
2. Name and designation of the enquiry officer :
3. Recommendation in brief :
   (enclosure detailed enquiry report)
4. No. and date of the resolution of Grama Panchayat : permitting to establish the farm
5. Type of class of the farm :
6. Details of fees collected :
   (Receipt No. and date in case fees coolected)

Signature of the Secretary
(with date)

Annexure 1.34
License for Running a Livestock Farm

..... Grama Panchayat

1.	Licence No.	
2.	Name and address of Licensee	
3.	Building No., Ward No., Survey No., Village	
4.	Type of farm (cattle farm/goat farm/pig farm/rabbit farm/ Poultry farm/Compound farm)	
5.	Class of farm	
6.	Maximum number of animal/birds that can be reared in the farm (In the case of compound farm the maximum number is not applicable)	
7.	Essential waste disposal arrangements to be established in the farm (deails to be given)	1. 2. 3.
8.	Period of license	
9.	Details of fees collected	
10.	Number and date of receipt	

Place : Signature of the applicant

Date : (office seal)

Details of renewal of Licnese

Licence number dte	Licence renewed upto	Date of renewal from	Details of fees collected	Receipt number date	Signature secretary

Note : If the number of animals and birds reared exceeds the number enumerated in this license, then fresh application for licence should be given and license to be obtained.

Annexure 1.35

APPLICATION FOR LICENCE TO KEEP DOGS AND PIGS

1	Application	Application in Annexure 1.36 affixing court fee stamp of Rs. 5/-and other enclosures.
2	Front Office	1. Ensure the applications in complete in all respects verify with originals produced and collected fees. 2. Issue acknowledgement receipt with date of delivery of service. 3. Enter the details of the file in the Front Office Register. 4. Transfer the file within 30 minutes to the section.
3	The Section	1. Enter the details in Annexure 2.1.19.2. Process the application, put up to the Secretary with a detailed note through HMO, if field enquiry is not necessary. 2. If field enquiry is necessary forwarded the application to the Veterinary Surgeon and get back the application with report within 15 days and then put up for orders from the Secretary through HMO.
4	The Secretary	Verify the application, issue appropriate orders, allowisng the license or rejecting the application.
5	The Section	Prepre the license in annexure 2.1.28.2 and a chip/metal token to be handed over to the owner.
6	The Secretary	Sign the license and handed over to front office through section.
7	Front Office	Issue the license and chip/token to the applicant

Note : If electronic chip is given as a token of license the cost fixed by the Panchyat shall be collected.

Affix Court Fee Stamp of Rs: 5/-

Annexure 1.36

Before the Secretary ..... Grama Panchayat

Application for Licence to keep Dogs & Pigs

1. Details regarding the applicant

   Name:

   Address:

   Ward Number: House Number:

2. Details regarding License.

   For which Animal License is required?

   Whether Owner/in Possession/Keeper:

3. Details regarding the Animals

Animal	Number	Age	Size	Colour

4. Fees Paid: Rs .....

5. Signature of the applicant with date:

6. Remarks:

N.B: While applying for licence for Dogs, Certificate received from Veterinary Surgeon to the effect that the animals have no disease; Vaccination/ Inoculation certificate against rabies etc should be produced.

Annexure 1.37

License to keep Dogs/Pigs

..... Grama Panchayat

1. Name and address of the owner :

2. Details regarding the animals

Animal	Number	Age	Size	Colour	Token Number

3. Licence No. and Validity :

Conditions for Licence

1. The owner should keep the animal at his premises and shall not allow to stray. He shall be the metal token approved the neck of the animal.

2. .....

Place:

Date:

Signature of the Secretary

(Seal)

Annexure 1.38

MAHATMA GANDHI NATIONAL RURAL EMPLOYMENT GUARANTY SCHEME (KERALA)

(National Rural Employment Guaranty Act 2005)

Application Form for Registration

1. Name of the applicant : .....
2. Name of Father/Husband : .....
3. Sex : Male / Female. Age: .....
4. Address : .....
   .....
   .....
   .....
5. Scheduled Caste / Scheduled Tribe / IAY / Excess land beneficiary: .....
6. ..... Grama Panchayat .....Ward ..... house number
   ..... Block Panchayat.

We are prepared to do the unskilled works under the scheme and request to register our name.

No.	Name	Age	Male/ Female	Relationship	Disability if any	Signature
1						
2						
3						
4						
5						
6						
7						
8						

Place for affixing Photo
Photo of all adult members of the family willing to do unskilled works

Date:

For Office use

The application has been registered as .....in this office. The application is rejected for the following reasons.

1

.....

2

.....

Signature:
Name:
Date:

Seal.

Annexure 2.1

List of Predefined Services to be excluded

1. Registration of Birth, Death, Still Birth
2. Name inclusion in Birth Register
3. Delayed Registration of Birth/Death
4. Application for Birth/Death Certificates Under Sec. 17
5. Correction in Birth Register
6. Registration of Hindu Marriage
7. Registration of Marriage under Common Marriage Rules
8. Marriage Certificates under Common Marriage Rules/Hindu Marriage Registration Act
9. Applications for Building Permit/Regularization, No Objection Certificate (in Category II Panchayats) 0
10. Application for Renewal/Extension/Transfer of Building Permit
11. Application for Occupancy/Use Certificate
12. Application for Building Numbering and Assessment of Property Tax
13. Application for Ownership/Residential Certificate
14. Application for Change of Ownership in Assessment Register
15. Appeal on Taxation
16. Application for Remission of Tax
17. Action on intimation of Demolition of Building
18. Application for Age Certificate
19. Application for D&O License
20. Application for Establishment of Factory and Installation of Machinery
21. Registration/Renewal of Registration of Hospitals and Para Medical Institutions
22. Registration/Renewal/Registration of Tutorial/Parallel College
23. Social Security Pension
24. Unemployment Allowance
25. Agricultural Labour Pension
26. Financial Assistance for Widows Daughter Marriage
27. Application for Permission to Establish/Licence to run a Livestock Farm
28. Application for License to keep Dogs and Pigs
29. Application for the Allotment of Community Hall, Kalyana Mandapam, Town Hall, Ground etc. owned by the Panchayat
30. Applications Connected to Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS), Job Cards, and Muster Rolls etc.
31. Application under RTI

Annexure 2.2
Message Book

SI.No	Date	Message	To whom	Reply/aknowledge ment (initial with date)
1	2	3	4	5

Annexure 2.3
Registration-cum-Distribution Register

Date	Tappal/current no	From whom received(address with Phone no)	Reference no. & date	Subject	Section	Register in which to be entered	Date of delivery of service	Dated signature of the receiving section	Remarks
1	2	3	4	5	6	7	8	9	10

Annexure 2.4

Personal Register

Sl No	Cur-rent No	Date of receipt by clerk	(1)Tile(Main head undefined), (2) From whom, Outside No and date	Submit-ted by Clerk	Re-turned to clerk	Refer-ence issued, to whom and date	Reply or fresh current received, from whom, No and date	Date of Receipt by Clerk	Nature (R, T, D, H, K, L or N) and date of disposal
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)

Annexure.2.5

Local Self Government Order Register

LSGO No.	Date	File No. and Section	Subject	Concerned Panchayat resolution No. and date	Date of executive order of President	Remarks

Annexure 2.6

Local Letter Delivery Book

Date of Depatch	Contents of Cover(Letter No. and date etc)	To whom addressed	Name of the messenger	Signature of the Receiver with date

Annexure 2.7

Format of Dispatch cum Stamp Account Register

Date	Value of opening balance of stamp including register		Serial No	Details of communi-cation dispatched		Value of stamps used		Value of closing balance of stamps in hand		Remarks
				No. anad Date	To whom addressed					
(1)	(2) Rs.		(3)	(4)	(5)	(6) Rs.		(7) Rs.		(18

Column (2) minus daily total of column (6) need be entered in column (7) to give the closing balance at the end of the day.

Annexure 1.31

Register of Social Security Pensions and Financial Assistance for the year .....

Sl No	File No.	Subject	Transferred by Name and section	Transferred to Name & section	Date & Signature of receiving officer	Initials of JS/HC	Date of return and signature of receiving officer	Initials of JS/ HC

Annexure 2.9

SUIT REGISTER

Sl No	Case No and year	Original/ Appeal	Name of Court	Party Status- Plaintiff/ Defendant/ Petitioner/ Respondent/ Complainant/ Accused	Name of Counsel Appointed	PR No and Date of appointing Counsel	Disposal particulars of the case	Amount of fee paid- Voucher No,date	Whether Appeal/ Revision filed,if so particulars

Annexure 2.10

Personal Work Diary

Date

Details of Files Attended-Give file No

Meetings, if any, attended

Name of Meeting	Venue	starting time	ending time	Remarks

Front Office Duty Attended

Starting time	
Ending time	
Total No of Tapals Received	
Samkya receipts used- From..... To.....	
Total Amount collected	
Whether Tapal distribution completed	
Whether collection amount remitted in Bank	

Details of field duty, if any, attended with file No ,time of journey etc
Reminders if any

Notes

Signature of the Official with designation

Annexure 4.1

Format for obtaining Attendance of participants in meetings

SI No	Name	House Name / Designation	Mobile No	E-mail ID	Signature	Time of arrival, if comes late

Annexure 4.2

Agenda Register

Name of the Committee .....

Agenda SL No	File No	Subject	Date of entry in the register	Date of meeting in which considered	PR NO	If deferred date of meeting in which considered	Remarks

Annexure 4.3

Performance Evaluation Report

Report submitted before the staff meeting regarding the activities of the Grama Panchayat for the month of .....

1. Total Tapals received during the month

2. Service delivery under Right to service Act and as per Citizens Charter

Item	No. of Application received	No. of application for which service delivered	No. of application, for which the service is rejected	No. of application, for which the service is pending	Name of the Section Clerk	Remarks

3. Date of inspection of PRs by HC/JS

4. Names of Clerks who have not submitted PR/Personal Work Diaries

5. Status of the meeting conducted during the month

Meeting	Date of convening the meeting	If not conducted during the month, date of meeting last convened	Whether minutes recorded	Whether minutes approved by Chairperson
Panchayat Meeting				
Finance Standing Committee				
Devt. Standing Committee				
Welfare Standing Committee				
Health & Education Standing Committee				
Staff meeting				
Meeting of implementing officers				
Audit monitoring Committee				
Front Office Monitoring Committee				
Panchayat Level				
JagrathaSamithy				
Gramasabhas				
Oorukkoottams				

6. Status of Civil Registration

No of Still Births registered	
No of Births registered	
No of Deaths registered	
No of Marriages registered-Common marriage rules	
No of Marriages registered-Hindu marriage act	

7. Social Security Pension – status

Name of Pension	Applications received - No.	Applications disposed - No.	Pending Applications - No.

8. Status of Annual Plan implementation

Sector	OB	Allocation	Total	Allotment received	Amount expended (of allotment)	% of expenditure

9. Plan implementation – Implementing Officer wise expenditure

Name of Implementing Office	No. of Projects	Total funds to be expended	Total Expenditure	% of Expenditure

10. Process of Centrally/State Sponsored Schemes
(MGNREGS/MPLADS/MLAADS/WGDP/BRGF etc can be added)

Name of Scheme	No of works for which A.S. issued	No of works for which T.S. issued	Works in progress	Works completed	Works not Started	Amount allotted	Amount expended	% of Expenditure

11. Collection of Revenue progress

Item	Demand	Collection	% of collection	Balance
Prop. Tax				
Prof. Tax				
Advert. Tax				
Rent etc. (Add items in DCB				

12. Status of Computerisation

Name of the Software	**Present Status of functioning in the office**	**Remarks**

13. Performance Evaluation of staff personnel

Sl. No.	Name of the employee with designation	Remarks with regard to efficiency in office work, proper discharge of duties and responsibilities as per office orders punctuality, sincerity, behavior to the public and superior officers and elected people's representatives.

14. Follow up Action on Reports /Minutes of meetings to be

1. Local Fund Audit report for
2. Performance Audit report for
3. AG's inspection report for
4. Minutes of monthly conference of Secretaries
5. Performance Audit – review report on.
6. Minutes of Implementing Officer meeting conducted .
7. Minutes of staff meeting conducted on....

Prepared by signature of the Secretary Signature of the President

HC/JS

Presented in the staff meeting convened on .....

Annexure 5.1
Time schedule and List of agenda for Gramasabhas

	Month	Agenda
1	January	Annual plan finalisation for the ensuing financial year, monitoring of plan implementation, recommendations to the ensuing budget.
2	April	Assessment of functioning of street lights and public taps, verification of the beneficiary list of various social security pensioners, planning of pre monsoon cleaning activities, Report on developmental programmes relating to the constituency during the previous financial year and those proposed for the current year, annual statement of accounts for the previous financial year, budgetary provisions, details of plan outlay, item wise allocation of funds, details of estimates and cost of materials of works executed or proposed to be executed within the area of the Grama Sabha.
3	July	Beneficiary selection for annual plan, Resource mobilization including property tax collection, Social Audit.
4	October	Finalization of action plan for any specific scheme or projects like MGNREGS, assessment of functioning of street lights and public taps, monitoring of public works/ scheme implementation, administration report suggestions for the ensuing budget.

Annexure 5.2

Grama Sabha File Transfer Register

Name of GP.....

Date of Gramasaba :..... Ward No. ..... Name of Coordinator.....Name of Convenor.....

Sl No	File No. if any	Subject/Name of the Document/ Register	Prepared and Transferred by- Name and Section	FTR No	Date & Signature of Coordinator	Initials of GSO	Date of return and signature Grama Sabha Coordinator	Initials of GSO

Annexure 5.3

Follow up Action on Gramasabha Resolutions

(i) Name of officer/section by whom follow up action to be taken

Sl No	Ward No.	Grama Sabha Date	Action required(brief description)	Panchayat resolution No and date	Action taken(To be filled by concerned officer/section in office/committee)

Annexure 5.4
Conduct of Grama sabha-Summary Report

Conduct of Gramasabha- Summary Report					
Date, time, and venue of gramasabha					
Name of Chairperson and designation					
Ward number and total number of Grama sabha members					
No of Gramasabha members attended					
Whether there was quorum for the Gramasabha					
Time of starting the Gramasabha					
Time of ending the Gramasabha					
Name of the Convener					
Name of the Coordinator					
Number and date of grama sabha notice					
Nature of Meeting (Ordinary/Special)					
Facilitators/Elected Representatives present					
Details of Officials Invited and Participated					
	Sl.No	Designation	Name	☐ **P** Present ☐ **A** Absent	
Other Officials present					
Number of Grama sabha members present	Male		FeMale		Total
Details of documents prepared and issued to the members	Sl. No	Name Of Document	Number of copies received		Numberof copies distributed
Details of reports and resolutions or any such additional communications to the Panchayat received from the Grama Sabha	Sl. No	Received from(Name of the person or group or committee)			Subject Matter and decision number if any

Whether minutes of the Gramasabha was recorded concurrently	
Whether minutes was closed and read out at the Gramasabha	
Date and signature of the Chairperson	Date and signature of the Co-Ordinator
Date and signature of the Convenor of Gramasabha	

Annexure 6.1
Duty Register

Date	Name of Official	Time of starting extra hour duty	Time of ending extra hour duty	Description of duty attended	Time of opening/ closing of office	opened/ closed by	signature of the official	Signature of the Secretary	Remarks

Annexure 6.2
Late Attendance Register

Date	Name nd designation of official attending late	Time of arrival	Initials of the HC/JS	Remarks

Annexure 6.3
Personal Cash Declaration Register(PCDR)

Date	Name	Designation	Personal cash in custody(both in figures and words)	Time of entry in register	signature of the official

Annexure 6.4

Register of Handing Over of Charge

1. Name and Designation of the officer handing over charge.....

2. Name and Designation of the officer taking over charge : .....

3. Section code if any of charge, being handed over : .....

4. Date and time of charge hand over : .....

5. Reason for handover of charge : .....

6. Reference order No. and date and authority : .....

7. List of files handed over

Sl. No.	File. No.	Total pages in Note file	Total pages in Correspondence file

8. List of registers handed over

Sl. No	Name of the Register	Entries made up to (give date)

9. List of electronic equipments

Sl. No	Name of equipment	Sl.No. specification	Page No. in stock register	Whether in working condition or not

10. List of valuables if any handed over(cheque book/DD/Receipt Books/Bonds/FDs/Keys AMC/Agreements/CUG Sim etc)

Sl No	Name of the valuable	Remarks

11. Matters, if any to be attended urgently by the section

Sl No	Action point

Any other things

Handed over charge : ..... Taken charge : .....

sd/- date, time : ..... .sd/- date, time : .....

Name : ..... Name : .....

Countersigned

sd/-

Date, time

Name

Designation

Head Ministerial Officer

Annexure 6.5

Surprise Inspection of DDP/ADP/PAS

While conducting Surprise inspections following points shall be kept in mind

1. Presence of staff as per attendance register, movement register, prompt acknowledgements of tapal in office, making entries in personal register, cleanliness of office, file processing as per OMM, functioning of front office, Service delivery status, promptness of cash transactions, maintenance of Personal Cash declaration Register, Follow up action on performance Audit reports, effectiveness of staff meetings, Annual plan implementation, Progress in e-Governance related activities, pending reports, Audit monitoring, Timely recording and closure of Panchayat Committee and standing committee minutes, Status of Civil Registration, proper distribution of duties and responsibilities through office orders etc.
2. Based on the above Notes shall be issued then and there itself seeking clarification or explanation shall be called for from the concerned for any lapses observed during such Inspections specifying prescribed time limits.
3. Directions shall be issued for rectifying defects noted.
4. If serious irregularities are found out or directions issued are not complied with then Disciplinary action shall be initiated/proposed against the delinquent employees.
5. The Inspecting Officer shall consult the President of the Grama Panchayat at the time of Inspection and his/her opinion shall be sought about the functioning of the office and it shall be given due consideration.

Annexure 7.1
Casual Leave Register

Name of Official	Designation	Total No of Casual Leave already availed	Date of casual Leave applied for	Orders of the President	Total Casual Leave availed including the Casual Leave applied for	Initials of the President

Annexure 8.1

'Guidelines for the constitution of Quality Circle in Grama Panchayats

Quality Circle is an informal group of officials in the GP for discussing and finding solutions for work related problems. The Quality Circle shall be constituted by convening a meeting of officials in the GP. In other organizations more QCs are formed by inducting workers doing similar jobs .One quality circle alone need be formed in a Grama panchayat.

Structure of QC

1. Maximum number of members may be limited to 5 or 6.
2. One member may be selected as convener and his tenure shall be 2 or 3 months.
3. Membership in the QC is not based on designation, but on person and basis of QC is humanism and not official hierarchical position.
4. At least one third of members of QC shall be relieved, by rotation basis , periodically on completion of the term and new members are to be included by decision in the staff meeting.
5. QC gives opportunity to all officials, irrespective of their category, for involvement in the quality enhancement of the system.
6. Meeting shall be conducted at least once in 15 days.
7. Days of meeting shall be pre fixed. (first working day in the first week of a month and first working day after 15 days of the first meeting of the month/ or last working day of first week and third week etc)

Responsibilities

1. Conduct review on working of office during the last 15 days, problems being faced by the officials, reasons for such problems,and possible solutions.
2. Innovations and modernization programmes that can be adopted in office.
3. Submitting recommendations for giving recognition to best performing officials of the Panchayat, through the Finance Standing Committee.
4. Problems that cannot be solved in QC meeting shall be bringing to the notice of Finance standing committee for finding a solution.
5. Introducing Innovative ideas for improving quality in service delivery in GP office.
6. Deciding training subjects, trainers, mobilization of resources, and conduct of training.
7. Evaluation of internal training conducted in the GP, and maintaining proper records of such trainings and developing internal trainers for the Institution.
8. Create an environment of cordial relation between officials and elected representatives.
9. Create a teamwork process to update all pending works for implementing TQM and its sustenance.
10. Monitor the workload of officials in office to ensure equitable distribution of work.
11. Includes all officials and elected representatives for the implementation of TQM and provide ownership and credit of it to all.
12. Ensure proper upkeep and maintenance of record room, facilities to the public and officials, and updation of information boards displayed.
13. Give support for creating a work culture and activities for continuous improvement.

Annexure 8.2

Front Office Diary

————————————————Grama Panchayat

Front Office Diary:————(Date)————(Time)

Sl No	Tapal No:	Name of the Applicant	Nature of Service	Service Rendering Section	Date of Receipt from Section	Date of distribution	Name and Signature of the Applicant	Remarks
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								

Annexure 8.3

Front Office Duty Register

Date	Whether the distribution register has been closed	Cash balance at Front Office	No. of unused cash receipts (from....to.....)	Date & time of handing over of charge	Name and designation of the officer handing over charge	Name & designation of the officer who took charge	Signature of the Supervisor
1	2	3	4	5	6	7	8

Annexure 8.4

Form issue Register

Name of form

Date	Opening Balance	Number of forms taken into stock	Total	No. issued	Balance	Tender form etc			Total amount received	Remarks	Initial
						To whom issued	Receipt No. & date	Amount			
1	2	3	4	5	6	7(a)	7(b)	7(c)	8	9	10

Annexure 8.5
Bye-Laws

Draft model Bye – Law

Bye - law enacted in exercise of powers conferred under section 256, read with sections ..... of Kerala Panchayat Raj Act 1994, its amendments and Kerala Panchayat Raj (procedure for the making of By-laws) Rules 1995.The draft of this Bye – law was approved by the .....Grama Panchayat vide resolution.....

Dated....., published calling objections and suggestions, considered the objections and suggestions and finally approved the By – law as per resolution ..... dated.....

1. This Bye-law is known as .....Grama Panchayat..... .....Bye-law.

2. This By-law is made for the successful enforcement of Sections.....

   Of the Kerala Panchayat Raj Act 1994/any other Act/Rule.....of Kerala Panchayat Raj (.....) Rules..... (Give year of Rule). In .....Grama Panchayat.

3. This Bye-law will come into force with effect from ...../ on the first of the next month after the approval by the Director of Panchayats, and publication in the Grama Panchayat area.

4. Definitions:- In this By–law unless the context otherwise requires:-

a. Act means the Kerala Panchayat Raj act 1994 and its all amendments.

b. Director means the Director of Panchayats

c. Form means the form attached if any as annexure to this Bye – law

d. Panchayat means..... Grama Panchayat.

e. Secretary means the Secretary of..... Grama Panchayat.

f. Section means a Section of the Act

Words and expressions used but not defined in this By–law, but defined in the Act, any other Acts or Rules shall have the meanings respectively assigned to them in the respective Enactments/Rules

(After this add the subject wise details, conditions to be incorporated in each subject wise bye-laws as 5, 6, 7..... etc. as in sample by-law)

Any person who commits a breach of the provision of this Bye-law, shall be liable to pay a penalty not exceeding five hundred rupees and, in case of a continuing breach fifty rupees for every day during which the breach continues after a penalty has been levied for the first breach.

Sd/-

Secretary

..... Grama Panchayat.

Sample By–Law: Regulating Display of Advertisement

By-law enacted in exercise of powers conferred under section 256, read with sections 209, 209 A, 209 B, 209 C, 209 D of Kerala Panchayat Raj Act 1994, its amendments and the Kerala Panchayat Raj (procedure for the making of Bye-laws) Rules 1995.The draft of this Bye – law was approved by the .....Grama Panchayat vide resolution .....Dated....., published calling objections and suggestions and after considering the objections and suggestions, finally approved it as per resolution ..... dated .....

1. This By-law is known as .....Grama Panchayat

   Advertisement tax By-law.

2 This Bye-law is made for the successful enforcement of Sections 209, 209A, 209B, 209C, 209D Of the Kerala Panchayat Raj Act 1994/any other Act/Rule .....of Kerala Panchayat Raj Rules ..... (Give year of Rule). In .....Grama Panchayat.

3. This Bye-law will come into force with effect from ...../ on the first of the next month after the approval by the Director of Panchayats, and publication in the Grama Panchayat area.

4. Definitions:- In this By–law unless the context otherwise requires:-

   a. Act means the Kerala Panchayat Raj act 1994 and its all amendments.

   b. Director means the Director of Panchayats

   c. Form means the form attached if any as annexure to this By–law

   d. Panchayat means..... Grama Panchayat.

   e. Secretary means the Secretary of..... Grama Panchayat.

   f. Section means a Section of the Act

   Words and expressions used but not defined in this Bye – law, but defined in this Act, any other Acts or Rules shall have the meanings respectively assigned to them in the respective Enactments/Rules.

5. Nobody is permitted to display any advertisement, publically in a Panchayat area without the written permission from the Secretary. The application for the permission for exhibiting advertisements has to be submitted to the Secretary in Form A.

6. Even if permission is obtained and Panchayat seal is affixed on the poster the advertisements should not be displayed at places of worship, historically important buildings, historical monument institutions or surroundings.

7. Considering public interest, no permission shall be granted to display advertisements or to erect hoardings in crowded junctions, public institutions, educational institutions, worship places, public roads, junctions where it causes obstruction to drivers' sight or divert attention.

8. If the Secretary is convinced that an advertisement is prohibited by laws of Central or State governments or detrimental to communal harmony or contains vulgarity, permission to exhibit the same shall not be given and the application should be rejected recording reasons in writing.

9. All the hoardings displayed with the permission should be erected with supports made of steel or metal or wood having a thickness of 10 cm X 10 cm fitted firmly on the floor and should be painted.

10. The person who has obtained sanction from the Panchayat for erecting the advertisement boards will be responsible for the safety of such boards. Advertisement boards should be made of strong and good quality materials.

11. The seals or wordings of Secretary imprinted on the advertisements as a proof of approval or remittance of tax for the erection, fixing or exhibition should not be concealed or erased

12. No advertisement materials or that on vehicles contrary to the conditions imposed by the Secretary regarding the system, style and tradition. accepted by the Secretary.

13. Fixing Advertisement Boards

    a. Advertisement posters and structure should not be allowed to project out from the row of building to the public roads or upwards more than 100cms.

    b. Prior permission from the Panchayat should be obtained for erecting any advertisement board in a Panchayat *poramboke* or on the sides of the Panchayat roads.

    c. To erect advertisements on the sides of the national highways and other roads of the public works department, permission from the concerned department should be obtained

14. Any person who intend to erect, exhibit, fix or retain an advertisement structure in the Panchayat area, should submit an application in the prescribed form duly filled and affixing court fee stamp, enclosing the specimen of the advertisement 5 days prior to advertising, printing, painting or exhibiting the same.

    However, the time limit of 5 days can be reduced by the Secretary for valid reasons, if found eligible. Anyone who seeks such permission is liable to remit the tax and abide by all conditions.

15. This bye-law is not applicable to advertisements and notices under 3rd protective clause of Section 209 and no advertisement tax should not be levied on the same.

16. No advertisement tax shall be levied on the advertisement of films exhibited in cinema theatres of a Panchayat area. But applications for the advertisement boards and posters related to the films should be submitted and should affix Panchayat stamp on each and every posters to show that they have obtained permission.

17. If there is no objection in giving permission for the advertisement within 5 days, the Secretary should direct the applicant to remit the fees as per the rate mentioned in the Annexure 1 of this bye-law and the applicant should abide by the direction.

18. If the advertisement tax is levied, Panchayat seal, should be affixed on a visible part of the advertisement or its copies to be exhibited, as a proof of permission and of the remittance of advertisement tax.

19. If the nature of the advertisement does not allow affixing the stamp of the Panchayat on the posters the Secretary should not insist for the production of copies of an advertisement, instead take necessary steps to paste a sticker on the advertisement showing the date of permission, period etc.

20. Nobody, who got permission for advertisement should erect, exhibit, fix or retain an advertisement which obstructs the vision of another advertisement, industry, business or employment.

21. The name of the person who got permission to erect, exhibit, fix or retain an advertisement should be shown on all advertisements which require the permission of the panchayat.

In case of printed advertisements, the name of the printing press and that of the person who got the permission also should be included.

22. Subject to the provisions of Act and related rules and orders, the Secretary should issue an order to allow or reject the application for advertisement in Form B. If rejected, the amount remitted should be returned to the applicant on his/her request.

23. Advertisements exhibited contrary to any of the conditions mentioned in the Act or this Bye-law can be removed by the Secretary or any official deputed by him.

24. Panchayat can fix a uniform rate for exhibiting slides which is not connected with the movie in cinema theatres.

25. Advertisement tax should be levied from each and every theatre in the Panchayat area exhibiting the same slides as fixed by the Panchayat.

26. The tax fixed as per item 25 should not be collected for more than one year at a time but limited to one financial year.

27. The amount collected from the advertisers by the theatre owner as advance for exhibiting slides for a period of one year or less, should remit the same to the panchayat as agreed by them in the agreement they entered with the Secretary, failing which the tax along with penel interest should be collected from the theatre owner as an arrear of tax.

28. As mentioned in the items above the permission to erect, exhibit, fix or retain an advertisement can be given to the person who got permission for advertisement or to the person or institution which works as his agent. The person who seeks permission or got it shall be liable for remitting the tax and to abide by all the conditions.

29. The panchayat will have the power, to auction the right to collect the advertisement tax from the panchayat, as any other tax, Subject to the conditions of the Act and Rules, for a period of not more than one year.

30. Any person who commits a breach of the provision of this Bye-law, shall be liable to pay a penalty not exceeding five hundred rupees and, in case of a continuing breach fifty rupees for every day during which the breach continues after a penalty has been levied for the first breach.

31. The Panchayat reserves the right to cancel the permission or suspend the same in public interest according to the nature of crime, if any person or institution act in such a way to cause a loss in advertisement tax to the Panchayat or violate the conditions imposed by the Panchayat.

Tax imposed for each month or part thereof will be in the following rate:

No.	**Item**	**Rate**
(A)	Advertisements on Hoardings and Wall Posters in the form non -illuminated slides	
1.	For area up to 1.00sq.m	Rs. 15/-
2.	For the area above 1.00sq.m but below 2.50sq.m	Rs. 30/
3.	For each square meter exceeding 2.5 sq.m	Rs. 10/
	Posters (monthly)	
1.	For area up to 1.00sq.m	Rs. 10/
(B)	**For Advertisements carried on vehicles (monthly)**	

1.	For each motor car, lorry and machines work with electric power or mechanical power	Rs.50/-
2.	For other vehicles except motor car, lorry and machines work with electric power or mechanical power	Rs.20/-
(C)	**Hoardings that is carried manually (monthly)**	Rs. 15/-
(D)	**Non-illuminated advertisements and slides (monthly)**	
1.	For area up to 1.00sq.m	Rs.25/-
2.	For every additional sq.m or part thereof exceeding one	Rs.20/-
(E)	**Advertisements displayed on screens using lantern slides**	
1.	For area up to 1.00 sq.m	Rs.35/-
2.	For every additional sq.m or part thereof exceeding one	Rs.20/-
(F)	**Advertisements on pillars fixed across a street**	
1.	Between 3 meters and 5 meters length (for 7 days)	Rs.10/-
2.	Up to 15 meters length (for 7 days)	Rs. 15/-
3.	Up to 15 meters length (for 30 days)	Rs. 50/-
(G)	**Advertisements exhibited on screens using roll films**	
	(A) **If the area of the screen is up to 37 sq.m.:**	
1.	If the length of the film is up to 35 meters	
	(a) For seven days	Rs.20/-
	(b) Monthly	Rs.75/-
2.	If the length of the film is more than 35 meters, for every succeeding 15 meters	
	(a) For seven days	Rs.10/-
	(b) Monthly	Rs.20/-
	(B) **If the area of screen is more than 37 sq.m., for every succeeding square meter**	
1.	If the length of the film is up to 35 meters	
	(a) For seven days	Rs.5/-
	(b) Monthly	Rs.15/-
2.	If the length of the film is more than 35 meters, for every succeeding 15m	
	(a) Up to 7 days	Rs.5/-
	(b) Monthly	Rs.10

Note: The word "structure" in this section shall include any movable board on wheels used as an advertisement or as an advertisement medium.

Sd/-

Secretary

.....Grama Panchayat.

Application for permission to advertise / to erect advertisement hoardings in..... Grama panchayat.

Form – A

1. Name, phone number and address of the applicant :
2. Details of the advertisement :
3. (a) Medium of board/notice :
   (b) Number :
4. Height of the hoardings :
5. Materials used for the hoardings – details :
6. Details of land where the advertisements are to be :
   Installed (Including survey no., building no., etc.) :
7. Whether the consent of the land owner/agreement
   Is produced :
8. No. & date of order of sanction if in public land :
9. Details of advertisement tax paid :

Place:

Date: Signature of the Applicant

For Office Use

Report of the Enquiry Officer
Decision of Secretary Approved/Rejected
Secretary

Form – B

Proceedings of the Secretary, ... Grama Panchayat

Sub: ..... Grama Panchayat – Permission issued for exhibition of advertisement approved/rejected.

Ref: .....

Order No. ..... dated.....

As per the application and the report of the enquiry officer, permission is granted for exhibiting an advertisement of size ..... height ..... as shown in the model submitted along with the application at .....place from .....to .....(period). The application is rejected for the following reasons .The applicant is directed to submit application for refund of the advertisement tax remitted along with the original receipt.

1.

2.

3.

Secretary

..... Grama Panchayat

To

The Applicant

Copy to,

Field staff in charge, for close watch to report violation if any.

Annexure: 9.1

(Panchayat's Annual Administration Report (PAAR)

Name of the Panchayat .....

Part I

1. General Information

Vision, Mission and Objectives, Year of establishment, Revenue villages, Area, Block, Taluk, assembly constituency, boarders, no. of ward, Population and SC/ST population (male, female, population density), major achievements and recognitions in general-Give a brief description

2. Governance – Management and Structure

Organisation structure (President, Vice president, Standing Committee Chair-persons, Elected Members and implementing Officers, sanctioned posts etc.

Designation	Name	Period-from..... to.....

3. Committees: Details of Panchayat Committees, Standing Committees and Steering Committee Meetings convened

Name of committee	No of meetings convened	% of attendance	Whether minutes published in website	Remarks

4. Grama sabha meetings conducted –details

Ward No	Total No of voters in the ward	Date of Gramasabha convened	No of males attended	No of females attended	Total attendance	% of attendance

5. Performance

1. Non financial performance

Awards/recognitions received during the year

2. Financial performance

Source	As per Budget/ target		Actual Receipt/ Expenditure		Percentage of actuals based on Target	
	Previous year	Current year	Previous year	Current year	Previous year	Current year
1	2	3	4	5	6	7
Income						
Own fund						
Dev. Plan						
Non. Plan						
Central schemes						
State schemes						
Others						
Total						
Expenditure						
Own fund						
Dev. Plan						
Non. Plan						
Central schemes						
State schemes						
Others						
Total						

Administration

1. Finance

General Information

Role and responsibility

Major functions

Governance – Management and Structure

Organisation structure (Standing Committee Chairperson and members, subsidiary committees and implementing officers under the Standing Committee with name and designation)

Committees: Details of Committee Meetings, Functional Committee for general administration (FCGA)

Finance Standing Committee		WCGA		Staff Meeting		Quality Circle meeting	
Date	N o of Members present	Date	N o of Members present	Date	N o of Members present	Date	N o of Members present

Source of Income

Own Revenue	**As per Budget/ target**		**Actual Receipt**		**Percentage of actuals based on Target**	
	Previous year	Current year	Previous year	Current year	Previous year	Current year
1	**2**	**3**	**4**	**5**	**6**	**7**
Property tax						
Profession tax						
License fee						
Receipt from services						
Revenue from properties						
Others						
Total						
Expenditure on general administration						
Stationery						
Telephone						
Electricity						
Water charges						
Vehicle						
TA/DA : officials						
TA/DA : elected representative						
Honorarium to members						
Sitting fee Salary to officers						
Total						

Services

Drinking Water						
Income	Connection charge (Rs)	deposits	Meter charge	others	tax	Total
House connection Nos:						
Industrial						
connection No:						
Street tap No:						
Expenditure	Electricity	Operator expense	Repairs	Well cleaning	others	Total
Bore well						
Open well						
Other water sources like pond						
Pump house						
Pipe line						
Total						

Street Light						
Income	Service Tax	Donations and sponsors	Meter charge	others		Total income
Expenditure	Electricity	Operator expense	Repairs	Bulb	others	Total
High mast						
Sodium vapor						
CFL lamp &tube						
LED						
Ordinary						
Total						

Cleaning and waste management						
Type of Plant	Service Tax	Sales: Gas	Sales: compost	Sale: other products	others	Total
Expenditure	Fuel	Operator expense	Repairs	Materials	others	Total
Cleaning						
Collection						
Transportation						
Treatment (Plant wise)						
Disposal						
Total						

Public administration-Service Delivery

Item	No. of Application received	No. application for which service delivered	No. of application, for which service is rejected	No. of application for which service is pending	Remarks

Details about monthly audit by Standing Committee, anomalies reported and action taken

Grievance and complaints reported

Items	No. of grievances reported	Redressed	Appel/complaint filed with ombudsman/tribunal/ lokayuktha,/vigilance	No. of pending grievances
Taxation				
Working of Front office				
Against officials				
Against elected representatives				
Public works				
Individual complaints				
Waste				
Water				
Street lights				
License and permits				
Others				

Part III: Sector wise

1.Finance Standing Committee

Functions

Mandatory Functions	Present Status	Remarks
1.		
2.		
General Functions		
1.		
2.		
Sector wise functions		
1.		
2.		

2.Development Standing Committee

1.1. General Information

Role and responsibility

Functions

Mandatory Functions	Present Status	Remarks
1.		
2.		
General Functions		
1.		
2.		
Sectorwise functions		
1.		
2.		

1.2 Governance – Management and Structure

Organisation structure (Standing Committee Chairperson and members, subsidiary committees Institution Management Committees, sub committees, Institutions/Offices and Officials with name and designation)

Committees: Details of Committee Meetings.

Meeting	No of meetings convened	% of attendance
Standing Committee		
Working Committee for Agriculture		
Working Committee for Veterinary and Dairy		
Working Committee for Public works		
Working Committee for Small Industries		
Working Committee for Fisheries		
Institution Management Committees		
Veterinary Hospitals		
Agriculture Office		
Matsya Bhavan		

1.3. Performance : Sector wise

Development Plan-Achievement

Sector	Receipt Outlay		Expenditure		Percentage	
	Previous year	Current year	Previous year	Current year	Previous year	Current year
1	**2**	**3**	**4**	**5**	**6**	**7**
Agriculture						
Animal husbandry and dairy farming						
Minor irrigation						
Fisheries						
Social forestry						
Small Industries						
Housing						
Electricity and energy						
Public works						

- Major achievements on the above sectors with data of targets achieved in units and the outcomes
- Draw backs like Non implementation of Projects with reasons

3.Welfare Standing Committee

1.1. General Information

Role and responsibility

Functions

Mandatory Functions	Present Status	Remarks
1.		
2.		
General Functions		
1.		
2.		
Sector wise functions		
1.		
2.		

1.5. Governance – Management and Structure

Organisation structure (Standing committee chairperson and members, subsidiary committees Institution Management Committees, sub committees, Institutions/ Offices and Officials with name and designation)

Committees: Details of Committee Meetings.

Meeting	No of meetings convened	% of attendance
Standing Committee		
Working Committee for Women & Children		
Working Committee SC Development		
Working Committee for ST Development		
Working Committee for Poverty Alleviation		
Working Committee for Social Welfare		

Development Plan-Achievement

Sector	**Receipt Outlay**		**Expenditure**		**Percentage**	
	Previous year	Current year	Previous year	Current year	Previous year	Current year
1	**2**	**3**	**4**	**5**	**6**	**7**
Women & Children						
Aged						
Disabled						
SC Development						
ST Development						
Poverty Alleviation						
Social Welfare						

- Major achievements on the above sectors with data of targets achieved in units and the outcomes
- Draw backs like Non implementation of Projects with reasons
- Health and Education Standing Committee

1.6. General Information

Role and responsibility

Functions

Mandatory Functions	Present Status	Remarks
1.		
2.		
General Functions		
1.		
2.		
Sector wise functions		
1.		
2.		

Organisation structure (Standing Committee Chairperson and members, subsidiary committees ,Institution Management Committees, sub committees, Institutions/Offices and Officials with name and designation)

Committees: Details of Committee Meetings.

Meeting	No of meetings convened	% of attendance
Standing Committee		
Working Committee for Sanitation and Drinking water		
Working Committee for Health		
Working Committee for Education		
Panchayat Education Committees		
Hospital Development Committee-PHC-Health		
Hospital Development Committee-PHC-Ayurveda		
Hospital Development Committee-PHC-Hoemeo		

- Major achievements on the above sectors with data of targets achieved in units and the outcomes
- Draw backs like Non implementation of Projects with reasons
- Critical Anlysis on manpower requirements with data .

Annexure 10
Stock Register of Electronic Equipment

Sl No	Name of item	Date of Supply	Date of Installation	Specification	Company	Warranty period expiry date	Cost	Bill No and date	Purchase file No	Custodian Section