

Study on Basic Services Provided by Gram Panchayat
Talwara and Bhattukalan, Fatehabad District of Haryana

By

Kritika Nehra

*Dissertation submitted for the partial fulfillment of the
MBA Rural Management*

Academic year, 2016-2018



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TO WHOMSOEVER MAY CONCERN

This is to certify that **Ms. Kritika Nehra** student of MBA Rural Management from The IIHMR University, Jaipur has undergone dissertation at **Haryana Government, Fatehabad** from **5th Feb 2018 to 7th May-2018**.

The Candidate has successfully carried out the study designated to her during dissertation training and her approach to the study has been sincere, scientific, and analytical. The Internship is in fulfillment of the course requirements.

I wish her all success in all his future endeavors.



Dr (Col) Ashok Kaushik

Dean, Academics and Student Affairs
The IIHMR University, Jaipur



Ms. Ratna Verma

Assistance professor(SDS)
The IIHMR University, Jaipur



DISTRICT DEVELOPMENT & PANCHAYAT OFFICE, FATEHABAD

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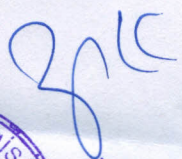
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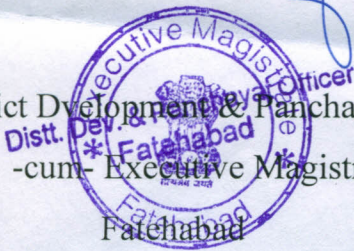
TO WHOM IT MAY CONCERN

This is to certify that Ms Kritika, D/O Sh. Nirmal Nehra, a student of IIHMR has successfully undergone training on "Gram Panchayat Development Plan" in this department for a period of 2 months from 5/2/2017 to 7/4/2017.

During the tenure of her training she was quite industrious and dependable with enthusiastic attitude for learning with good perception and good performance.

We wish her every success in life.


District Development & Panchayat Officer
-cum- Executive Magistrate
Fatehabad



CERTIFICATE BY SCHOLAR

This is to certify that the dissertation Study on Basic Services provided by Gram Panchayat Talwara and Bhattukalan, Fatehabad District of Haryana submitted by  KRITIKA NEHRA Enrollment No- IIHMR-U/03/2016-18/0018 under the supervision of MS. RATNA VERMA for award of MBA in Rural Management of the University carried out during the period from 5th FEBRUARY 2018 to 4th APRIL 2018 embodies my original work and has not formed the basis for the award of any degree, diploma, associate ship, fellowship, titles in this or any other institute or other similar institution of higher learning.

Kritika Nehra.

Signature

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The Dissertation opportunity I had with Haryana government was a great chance for learning and professional development. Therefore, I consider myself as a very lucky individual as I was provided with an opportunity to be a part of it. I am also grateful for having a chance to meet so many wonderful people and professionals who led me through this dissertation period .

I am using this opportunity to express my deepest gratitude and special thanks to Mr. Rajesh, DDPO of Fatehabad who in spite of being extraordinarily busy with his duties, took time out to hear, guide and keep me on the correct path and allowing me to carry out my dissertation .

I express my deepest thanks to Ms. Ratna Verma Assistant Professor (SDS) of IIHMR University and my mentor for giving necessary advices and guidance to make this research easier. I choose this moment to acknowledge their contribution gratefully .

It is my radiant sentiment to place on record my best regards, deepest sense of gratitude to staff members, for his careful and precious guidance, love and support which were extremely valuable for both theoretically and practically. Last but not the least I wish to thank my colleagues for their immense support and guidance.

I perceive this opportunity as a big milestone in my career development. I will strive to use gained skills and knowledge in the best possible way, and I will continue to work on their improvement, in order to attain desired career objectives. Hope to continue cooperation with all of you in the future.

Sincerely

Kritika Nehra

Student- MBA RM 05

Introduction:

Basic services refer to the sanitation including drinking water, health, education etc. and maintenance of such services. Basic services are taken care by Gram Panchayat of the district. Gram Panchayat is responsible for rendering Basic services at the village level.

Public health conditions in relation to drinking water that too clean and disposal and treatment of human excreta and sewage is referred to as sanitation. The objective of sanitation system is to stop the transmission of diseases to protect human health by providing clean and healthy environment.

Drinking water is a scarce resource on the earth. Drinking water management is a crucial for the survival of mankind. It is much evident that there is a huge gap between the demand and supply of drinking water in Indian villages.

On the same lines, sanitation needs improvement, specifically in villages. Similarly, other facilities like street lights, play grounds etc. are taken care by Gram Panchayat.

Introduction of Gram Panchayat:

The Panchayats are expected to play an important role in rural development in India, particularly after independence. Plan documents of both the central and state governments and various committees have emphasized the importance of these bodies in the polity. Five-year plans, specially the second five-year plan, laid special emphasis on the role of Panchayats in rural developments. Second five-year plan envisaged a panchayat as responsible for village development keeping transformation of social and economic life of rural areas as its goal of development. It says that, the rural progress depends entirely on the existence of an active organization in the village which can bring all the people, including the weaker sections, in to common programmes to be carried out with the assistance of administration. To achieve this objective the second Five-year Plan entailed the Panchayats to perform Basic, developmental, land management, land reform and judicial functions. Subsequent plans and policy pronouncements of national leader to emphasize the role of Panchayats in village development .

The role of Panchayati Raj institutions as instruments of rural reconstruction and development needs no emphasis. They have been reorganized with wider powers and financial resources not merely as institutions of political participation but institutions of social and economic development. Panchayati Raj has come to be associated with two broad images. First, it is a government by itself and second it is an agency of the state government. In the integrated exercise of planning for social and economic development, co-ordinate roles, the present set up is a three-tier representative structure of government where the administrators, elected leaders and local population participate in the developmental effort .

In fact, the elected representatives play the key role in the decision-making process, leaders are regarded as facilities of the process of development. Since the emphasis of rural development policies is bringing about people's participation in the development programmes , it is possible to achieve this through the

leaders (B.C. Muttayya, 1979, p-1). The administrators are expected to participate with missionary zeal in the life and development of the villages and these Institutions are to be galvanized to become effective instruments of social and economic change (Hari Chandan. C, 1983, p-3)”.

The Panchayats are expected to play an important role in rural development in India particularly after independence. Plan documents of both the central and state governments and various committees have emphasized the importance of these bodies in the policy. Sustainable and inclusive growth of overall rural development of Panchayati Raj Institutions. Empowering rural population to participate in rural development programs for improving their quality of life. Providing rural infrastructure and socio-economic growth opportunities for the poor people in rural areas. Accountable and efficient functions of Panchayati Raj Institutions. Providing opportunity for rural livelihood. Development of rural areas has a bearing on improved agricultural production and related economic activities availability of natural and financial resources and their development improvement of service delivery - paving way for improved human development. The department is striving hard to improve the livelihood of the rural populace and to inculcate awareness in the economic social and political spheres through effective implementation of decentralized administration and implementation of programmes decided particularly by the rural populace .

A gram panchayat (village council) is the only grassroots-level of panchayati raj formalised local self-governance system in India at the village or small-town level, and has a sarpanch as its elected head .

The failed attempts to deal with local matters at the national level caused, in 1992, the reintroduction of panchayats for their previously used purpose as an organisation for local self-governance. There are about 250,000 gram panchayats in India, that are being gigabit-broadband enabled under the BharatNet and Digital India initiative .

Structure of Gram Panchayat

Gram panchayats are panchayats at base level in Panchayat Raj Institutions (or PRIs), governed by the 73rd Amendment, which is concerned with Rural Local Governments .

- Panchayat at Apex level
- Panchayat at Intermediate Level
- Panchayat at Base Level

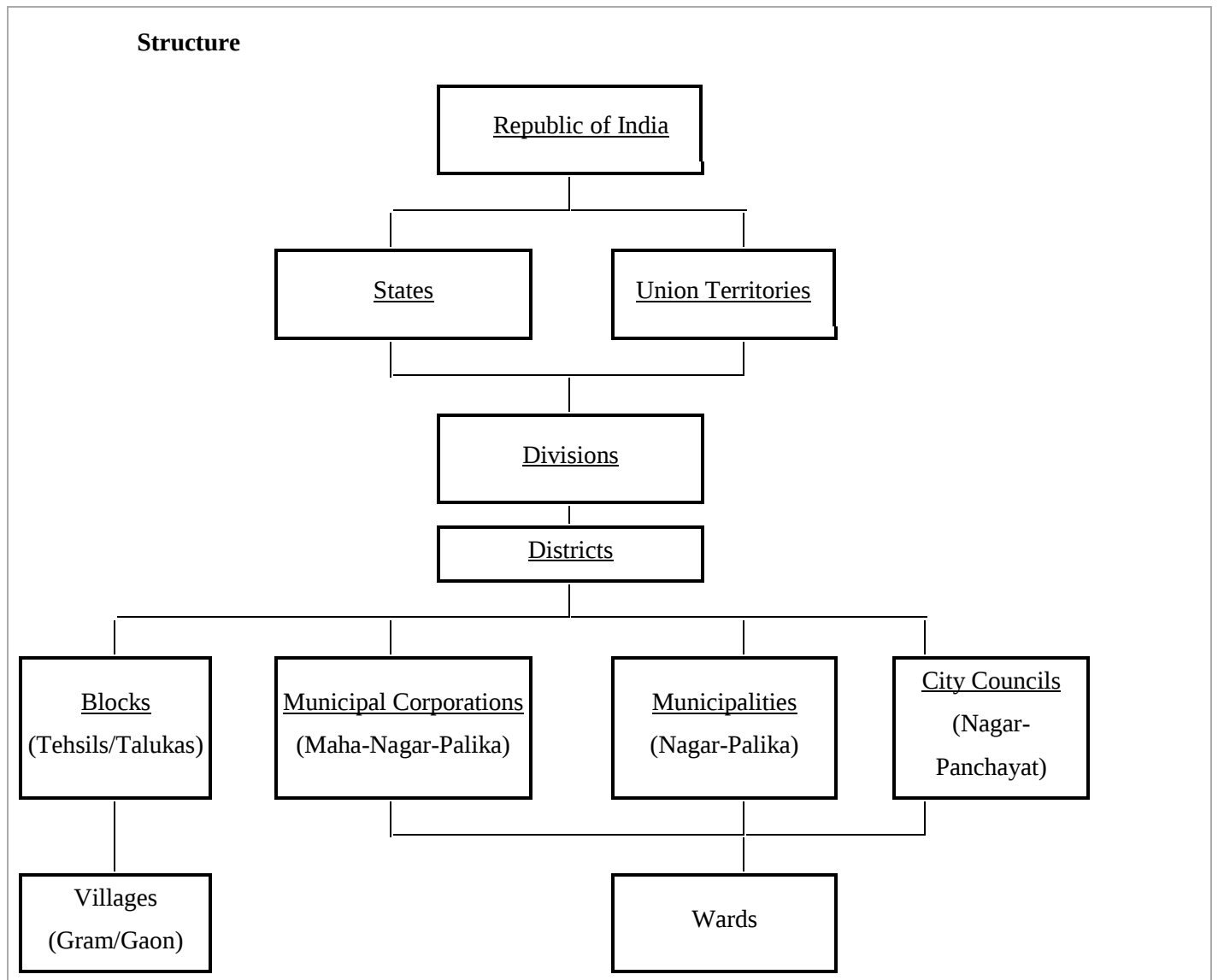
provides transfer of responsibilities and tax powers from the state government to the gram panchayats. The responsibilities include preparation and implementation of plans for economic development and social justice relating to an indicative list of 29 subjects given in Eleventh Schedule of the Constitution .

Under Article 243-G, the Constitution has given authority to state governments to endow Gram Panchayats with necessary powers to carry out their functions. States are empowered under Article 243-H to authorize Gram Panchayats to levy, collect the appropriate taxes, duties, tolls and fees apart from giving them grants-in-aid from the consolidated fund of the State .

The gram panchayat is divided into wards and each ward is represented by a Ward Member, also referred to as a Panch or Panchayat Member, who is directly elected by the villagers. The panchayat is

chaired by the president of the village, known as a **Sarpanch**. The term of the elected representatives is five years. The Secretary of the panchayat is a non-elected representative, appointed by the state government, to oversee panchayat activities .

Fig: Organizational Structure of Gram Panchayat



Functions performed by a typical Gram Panchayat:

The powers and functions performed by a typical gram panchayat are specified in The Panchayat Act. The Panchayat Act has specified following functions, as mandatorily need to be performed by the gram panchayats:

- a) Gram panchayat will provide for sanitation facilities and proper drainage.
- b) It will take care that public nuisances are not create, i. e. it will prevent their occurrence.
- c) It will take preventive and curative measures in the situations of epidemics.
- d) It will ensure proper supply of clean drinking water to all
- e) It will disinfect the society and various public places of the village.
- f) It will also disinfect the drinking water.
- g) It will take care that no public places are encroached and if it is done then to get it free from such encroachments.
- h) Gram panchayat will be responsible for the construction and maintenance of streets.
- i) It will take care of public tanks also.
- j) It will volunteer for the general upliftment of the village area, as a whole.
- k) It must properly utilize the panchayat fund. The collection of taxes, fees etc. is also the function of gram panchayat.
- l) It also has the duty of administering the Nyaya Panchayat.

Functions assigned to Gram Panchayat by State Government:

A Gram Panchayat is to perform such functions in respect of:

- a) Management of education at all levels like primary, secondary, senior secondary, vocational, technical etc.
- b) Taking care of health services, health centers, maternity centers, child welfare centers etc.
- c) It is responsible for managing public ferry.
- d) Gram panchayat has to take care of irrigation facilities, to support grow-more- campaigns, to support rearing of animals for the purpose of gathering more milk, to support in improving the breeding of cattle etc.
- e) It has to arrange for the rehabilitation of the very poor and disabled people.
- f) It should focus on the conservation of land, growing of trees, taking care of grasslands etc.
- g) Gram panchayat needs to work out programmes of rural electrification, housing projects, policies for women and child welfare etc.
- h) Gram panchayat is the responsible body for the implementation of all government plans and policies at village level.

Gram Panchayat's discretionary functions

Taking on initiative, gram panchayats can take interest in discharging following additional duties:

- a) Lighting at streets and their maintenance.
- b) Plantation at road sides and taking care of such trees.
- c) Excavating ponds, wells etc.
- d) Erection of hand pumps for societal use.
- e) Encouraging cooperative movements.
- f) Encouraging small industries, diaries, poultries etc.
- g) Disposal of dead animals remaining unclaimed.
- h) Establishment of cottage industries.
- i) Funding for dharmshalas, pyaus, sheds etc.
- j) Organizing cultural and sports festivals.
- k) Taking care of homeless, very poor people or mentally retarded or left-alone persons.
- l) Creation and maintenance of public assets.

Review of Literature

In his book Village Swaraj, compiled by: H. M. Vyas and published by: Navajivan Publishing House, Ahmedabad, India. (Available from:

Gandhiji wrote that in ideal villages people do not live in dirt. There should be hygienic conditions to live and clean drinking water. The basic facilities like sheds and shelters for the needy ones and also for the cattle, should be there. That was his idea of adarsh village.

In their report on Census of India 2011, New Delhi, Registrar General and Census Commissioner of India mentioned that even the basic sanitation facilities are not available in Indian villages. According to 2011 census, only 32.7% of rural households had access to toilets. This speaks volumes about the poor standard of sanitation facilities at Indian villages.

Nidhi Kumari of CNLU, mentioned on April 5th, 2015, that gram panchayat is probably the oldest system of local government in India. The word panchayat is made of ‘panch’ meaning five and ‘ayat’ meaning assembly. It means the assembly of five people of the village, who are considered as wise and intelligent, to take decisions regarding various issues related to that village.

M. K. Gandhi, in his book ‘Panchayati Raj’ published by Navajivan Mudranalaya, Ahmadabad in 1960, mentioned that villages should be self-governing and self-contained in their activities, to sustain and cater to the essential needs of its inhabitants. The village should progress towards achieving efficiency in sanitation and hygiene, basic education, health conditions, vocational industries based on art and craft etc., farming, cattle farming, and milk production through cooperative movements.

Objectives of the study:

The study has been undertaken with following objectives:

- (i) To understand and identify the nature and types of Basic services being provided in the Talwara and Bhattukalan, Fatehabad district of Haryana.
- (ii) To understand the satisfaction level of the community on Services by gram Panchayat.

Operational Definition:

Basic services are defined as the services being provided to the residents of any area by the government body / agency in that area. These services are common to the residents of that area in the sense that these are utilized by all the residents of that area. For example: the government agency supplies clean drinking water to the localities. Similarly, government agency takes care of the sewage dissemination of the locality. Other Basic services like playgrounds, street lights etc. are provided by the government agency in that area. Thus, in villages, it is responsibility of Gram Panchayat.

Methodology:

The methodology of conducting research takes a prominent place in any research effort. It is the process of carrying out systematic in-depth study about a specific study. This research work is based on the descriptive type of research which inculcates the techniques of finding facts through various types of enquiries. Specific methodology adopted for the present study includes the sources of data collection, the selection of the study area, the sample size, sampling technique, survey design and methods used for processing the data. Detailed methodology is described in the following lines.

Scope:

The study was conducted in the Talwara (2848 population) and Bhattukalan(19,114 population) villages of Fatehabad district of Haryana.

Duration of study:

The duration of the study was two months, from February 5th, 2018 to April 7th, 2018.

Sample Size:

Total sample is of 200 villagers, i. e. 100 each from Talwara and Bhattukalan villages of Fatehabad district of Haryana and 50% of sample size comprise of women/adolescence girls.

Sampling technique:

The sampling technique used for the study is ‘Convenience Sampling’.

Sample selection:

The sampling units have been selected randomly. Each unit had equal chance of selection and there is no basis of rejection of the unit.

Data collection:

The primary data has been collected from the field. The collected data is fresh, first hand and original.

Data analysis:

The collected data is tabulated and represented through graphs and FGD and case studies

Data collection instrument:

The primary data was collected through 'schedule'. Schedule is 'Focused Group Discussion, Questionnaire and Case study'.

Introduction of Talwara Village:

Locality Name: Talwara
Tehsil Name: Jakhal
District: Fatehabad
State: Haryana
Division: Hisar
Language: Punjabi and Hindi, Bagri
Pin Code: 125133
Post Office Name: Jakhal Mandi

About Talwara

Talwara is a village in Jakhal Tehsil in Fatehabad District of State of Haryana in India. Talwara village belongs to Hisar Division. It is located at 48 Km towards East from the District Head Quarters of Fatehabad. It is 7 Km from Jakhal. It is about 164 Km from Chandigarh, which is state capital .

Pincode of Talwara is 125133. Its Postal Head Office is Jakhal Mandi. Jakhal (2 Km), Jakhal Mandi (3 Km), Sadhanwas (4 KM) , Chuharpur (4 Km) , Nathuwal (5 Km) are some of the nearby villages of Talwara. It is surrounded by Tohana Tehsil towards South, Lehragaga Tehsil towards North, Andana Tehsil towards East, Budhlada Tehsil towards west. Tohana, Ratia, Budhlada, Patran are the nearby Cities to Talwara.

This Place is in the border of the Fatehabad District and Sangrur District. Sangrur District Lehragaga is North towards this place. It is near to the Punjab State Border.



Talwara 2011 Census Details

Talwara Local Language is Punjabi. Talwara Village Total population is 2848 and number of houses are 538. Female Population is 47.6%. Village literacy rate is 47.6% and the Female Literacy rate is 20.7%.

Population

Census Parameter	Census Data
Total Population	2848
Total No of Houses	538
Female Population %	47.6 % (1356)
Total Literacy rate %	47.6 % (1357)
Female Literacy rate	20.7 % (590)
Scheduled Tribes Population %	0.0 % (0)
Scheduled Caste Population %	30.2 % (860)
Working Population %	44.3 %
Child(0 -6) Population by 2011	370
Girl Child(0 -6) Population % by 2011	45.9 % (170)

Polling Stations /Booths near Talwara

1. Simbalwala
2. Talwara
3. Jakhal

Schools in Talwara



GMS Talwara

Address: Talwara, Jakhal , Fatehabad , Haryana .

PIN- 125133

Post - Jakhal Mandi

Introduction to Village Bhattukalan

Block / Tehsil → Fatehabad

District → Fatehabad

State → Haryana

About Bhattukalan

According to Census 2011 information the location code or village code of Bhattukalan village is 060500. Bhattukalan village is located in Fatehabad Tehsil of Fatehabad district in Haryana, India. It is situated 20km away from Fatehabad, which is both district & sub-district headquarter of Bhattukalan village. As per 2009 stats, Bhattukalan village is also a gram panchayat.

The total geographical area of village is 4067 hectares. Bhattukalan has a total population of 19,114 peoples. There are about 3,851 houses in Bhattukalan village. Fatehabad is nearest town to Bhattukalan.

Population of Bhattukalan

Total Population

Male Population

Female Population

19,114

10,138

8,976

Connectivity of Bhattukalan

Public and Private Bus Service, along with Railway Station are available within village.

Name of Locality: Bhattukalan

Name of Tehsil: Bhattukalan

Name of District: Fatehabad

Name of State: Haryana

Name of Division: Hisar

Language: Punjabi and Hindi, Bagri

Pin Code:125053

Post Office Name: Bhattukalan

About Bhattukalan

Bhattukalan is a Town in Bhattukalan Tehsil in Fatehabad District of Haryana State, India. It belongs to Hisar Division. It is located 27 KM towards South from District headquarters Fatehabad. It is a Tehsil head quarter .

Pin code of Bhattukalan is 125053 and its Postal Head Office is Bhattukalan. Some of its nearby villages are Sulikhera (2Km), Thuiyan (4 Km), Dhabi Kalan (5 Km), Mehuwala (5 Km), Khabra Kalan (6 Km). Bhattukalan is surrounded by Adampur Tehsil towards East, Fatehabad Tehsil towards North, Nathusari Chopta Tehsil towards west, Bhadra Tehsil towards South. Fatehabad, Sirsa, Raita, Hisar are the nearby Cities to Bhattukalan.

This Place is in the border of the Fatehabad District and Hisar District. Hisar District Adampur is situated towards east of this place.

Demographics of Bhattukalan

Local language of Bhattukalan: - Punjabi.

Politics in Bhattukalan

The major political parties in Bhattukalan village are HJCBL, INLD and INC.

Polling Booths near Bhattukalan

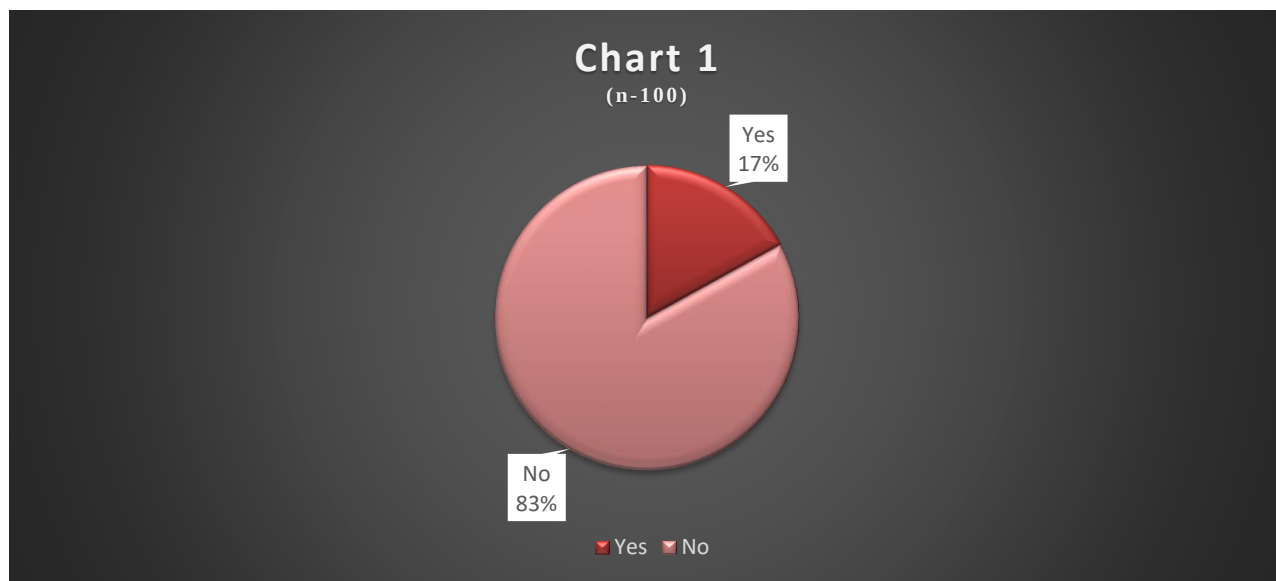
1. Suli Khera
2. Bhattukalan

Data Analysis of Talwara Village

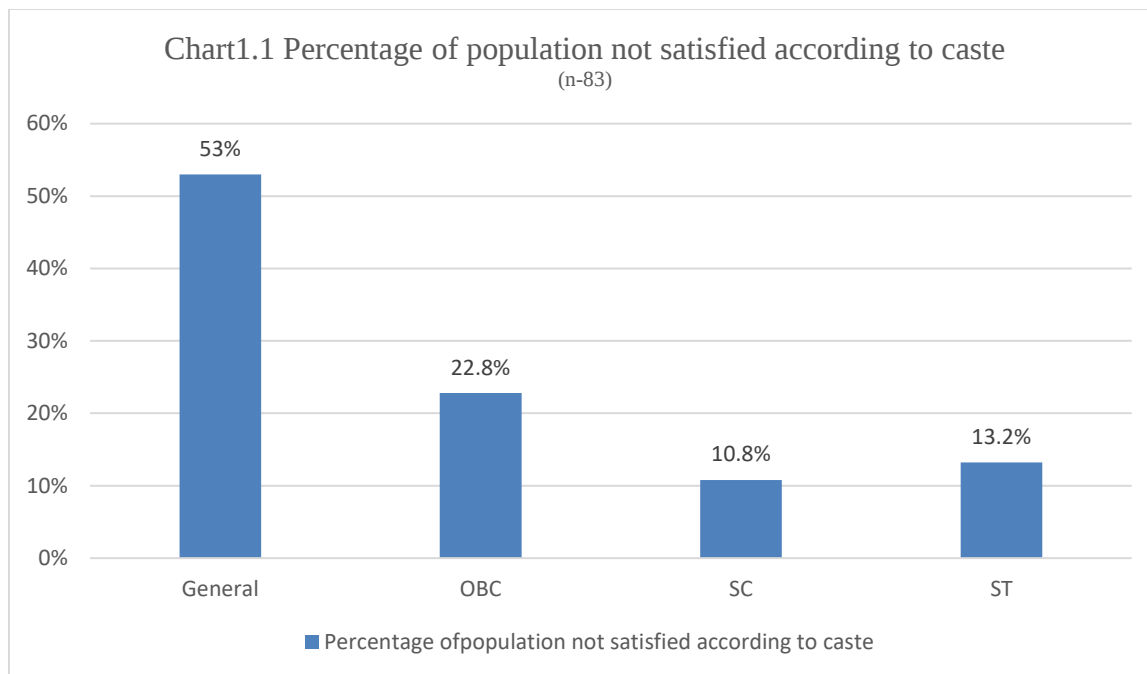
1) Satisfaction level of the basic services being provided in your village

(a) Yes (17%)

(b) No (83%)



Sex	Percentage of population not satisfied (n-83)
Male	48.2%
Female	51.8%

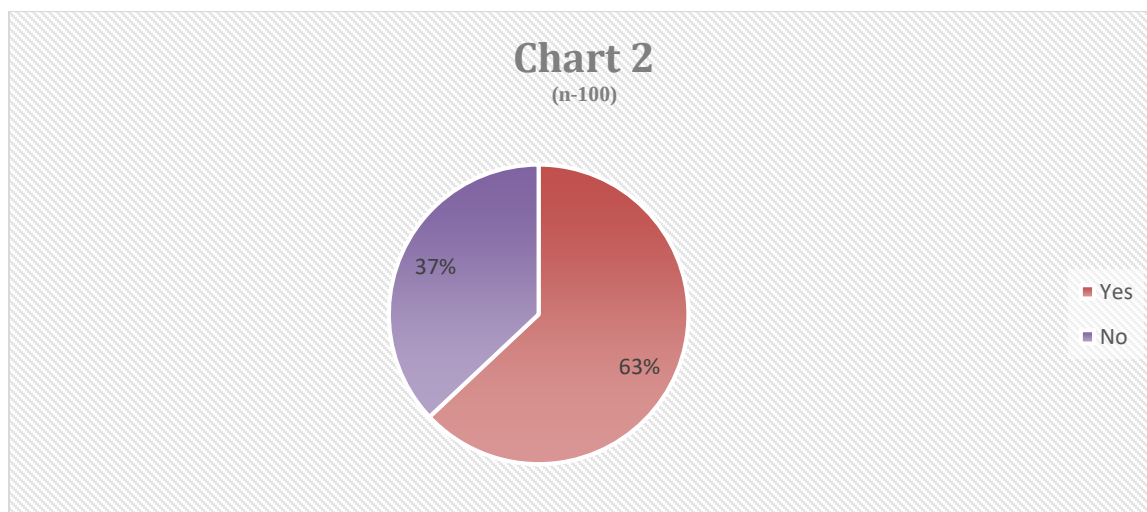


From chart 1 found that the level of satisfaction among users for basic services is low, (83%) respondent reply services are not as per the expectations. Due to improper drainage system and drinking water facilities and lack of sanitation. The only 17% people satisfied with gram panchayat basic service. Whereas 51.2% are women and 48.2% are male out of 83% not satisfied respondents. Out of not satisfied respondents more than half (53%) are belongs to General category, near about one fourth (22.8%) of not satisfied respondents are OBC (other backward caste) and rest 10.8% are SC & 13.2% are ST.

2) you want any other Basic service to be provided in your village

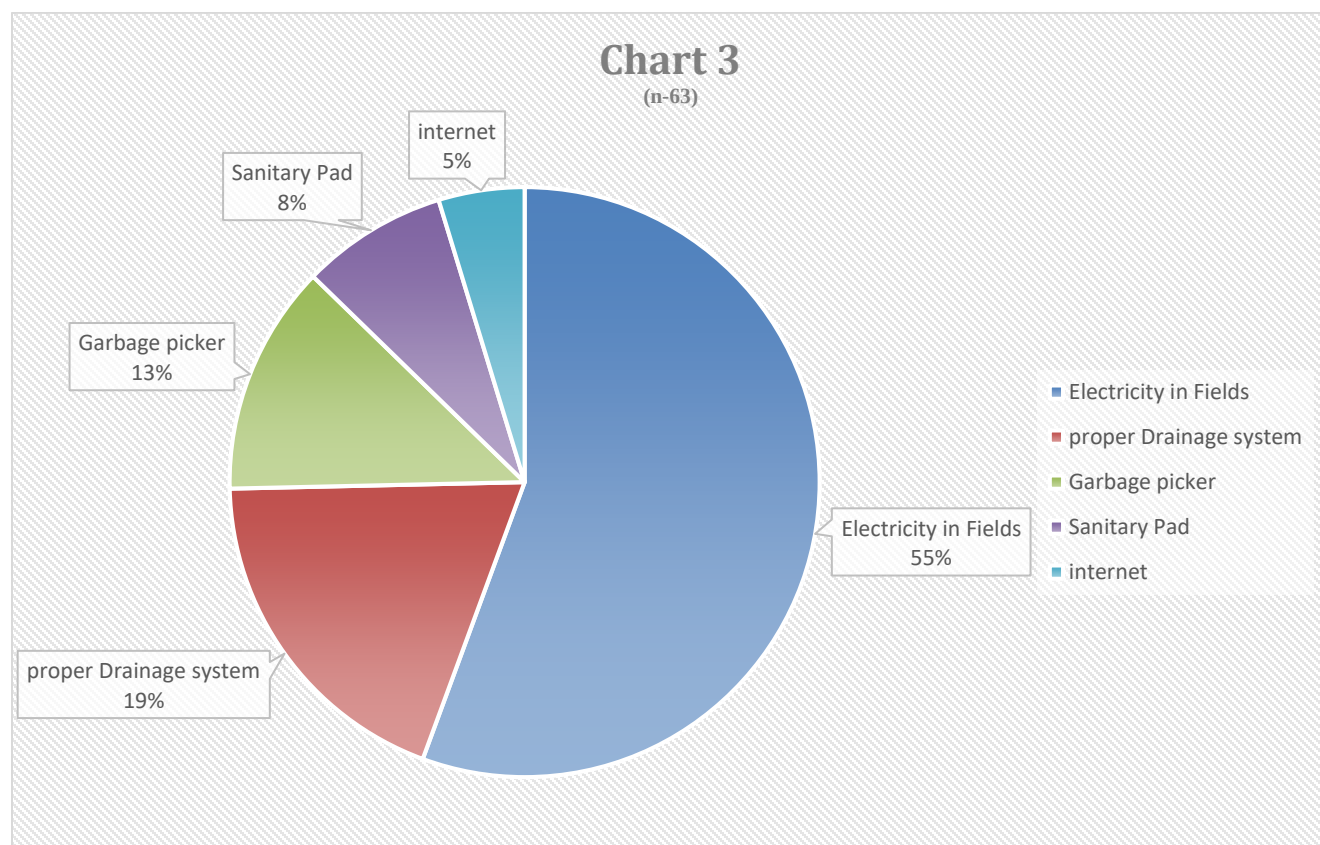
(a) Yes (63%)

(b) No (37%)



We found that basic facilities are fulfilled but amalgamation of the new things should be required (electricity on field, proper drainage system, garbage picker so on) with this we conclude that two third of the respondent agree with this and 37% was satisfied with already being provided.

3) Is 'Yes', then name the Basic service: (a) Electricity on Field (b) Proper Drainage system (c) Garbage Picker (d) Internet (e) Sanitary pad

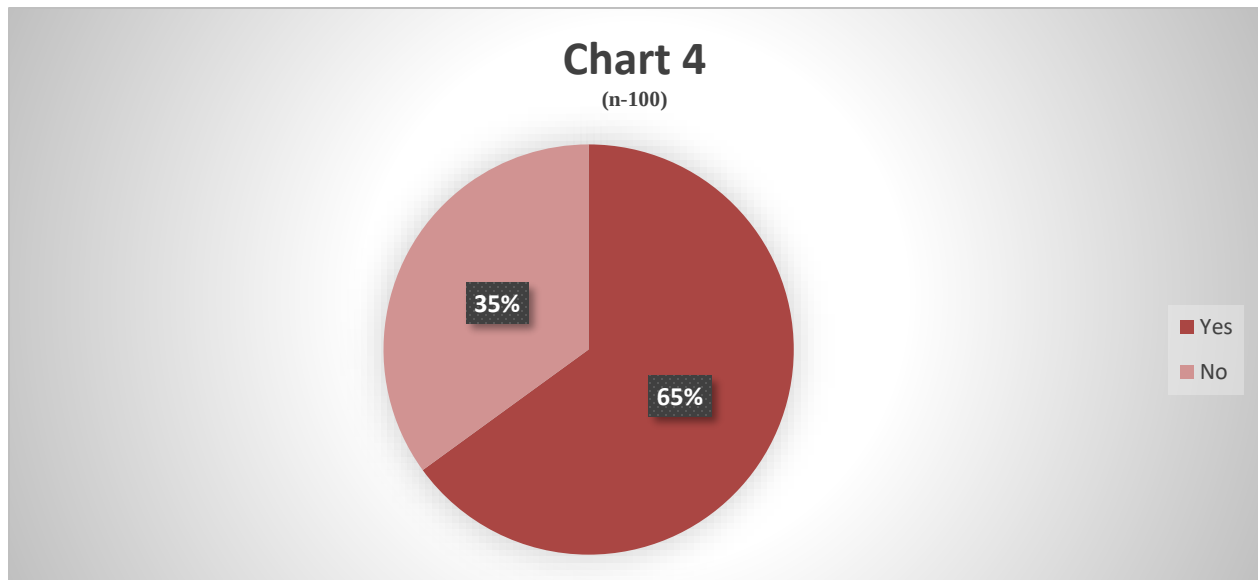


With criteria of new services people respondent as 55% electricity in field, 19% Proper Drainage system, 13% Garbage picker, 8% sanitary Pad and 5% internet over the 63 percent of those should be required new service. Due to these new services help in the upliftment of community and development.

4) Gram Panchayat effective implementation of the basic services provided by Gram panchayat

(a) Yes (65%)

(b) No (35%)



While going through the effective implementation of these facilities 65% people says they satisfies with effective implementation process, while rest 35% of them are more likely to form the process should be faster in terms of effective implementation of basic services.

5) If the answer to Question above is 'No', give reason:

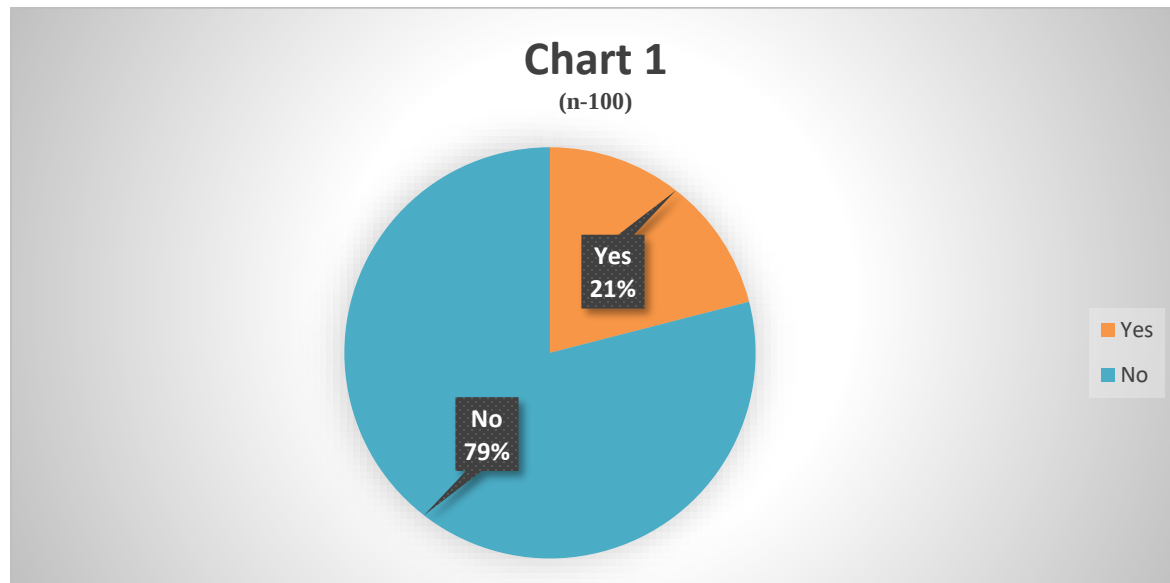
From chart 4, 35% respondent who's says process should be faster in terms to manage the Insufficient and mismanagement Funds. Some of them add corruption is also one of reason of ineffective implementation of basic services.

Data Analysis of Bhattukalan Village

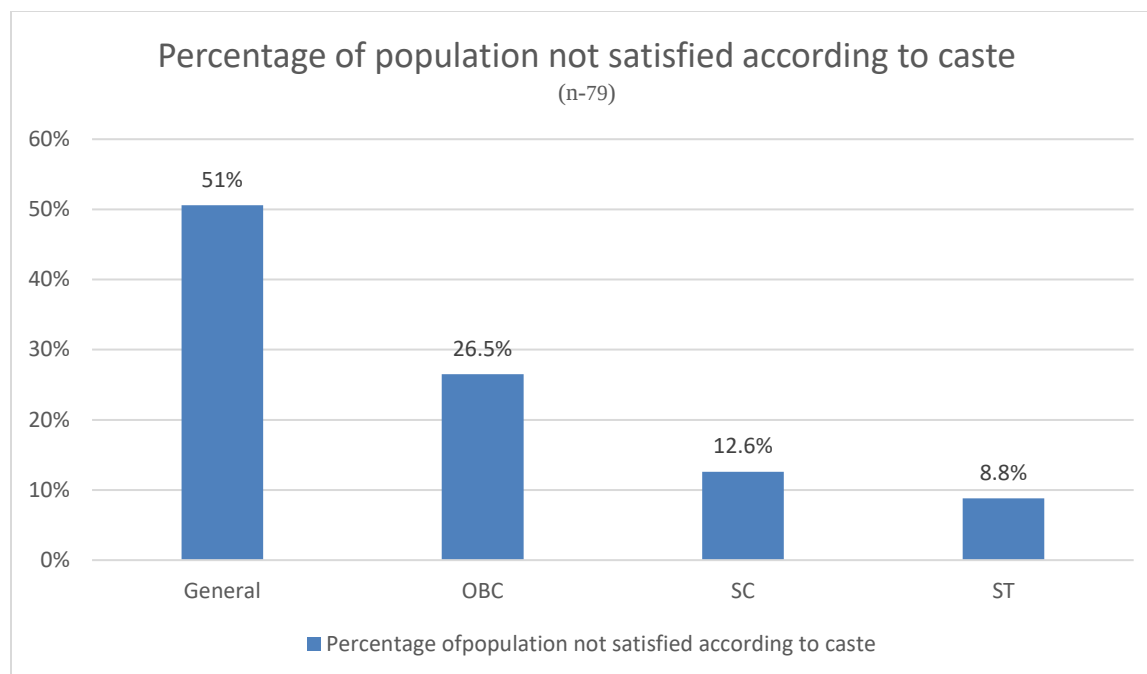
1) Satisfaction level of the basic services provided by Gram panchayat

(a) Yes (21%)

(b) No (79%)



Sex	Percentage of population not satisfied (n-79)
Male	59.5%
Female	40.5%

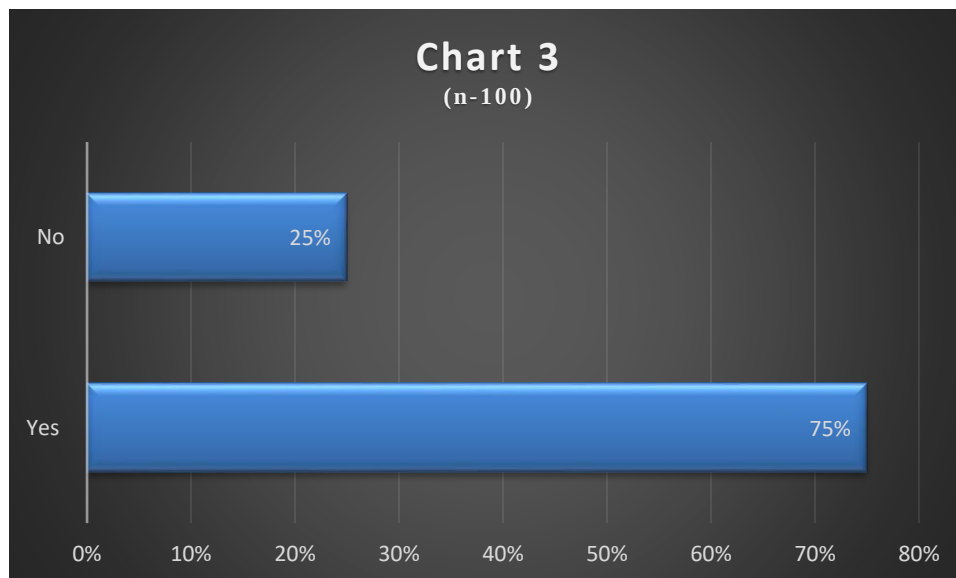


From chart 2 found that the level of satisfaction among users for basic services is low, (79%) respondent reply services are not as per the expectations. Due to improper drainage system and drinking water facilities and lack of hygiene. The only (21%) people satisfied with gram panchayat basic service. Whereas 59.5% are male and 40.5% are female out of 79% not satisfied respondents. Out of not satisfied respondents more than half (50.6%) are belongs to General category, near about one fourth (26.5%) of not satisfied respondents are OBC (other backward caste) and rest 12.6% are SC & 8.8% are ST.

2) you want any other Basic service to be provided in your village

(a) Yes (75%)

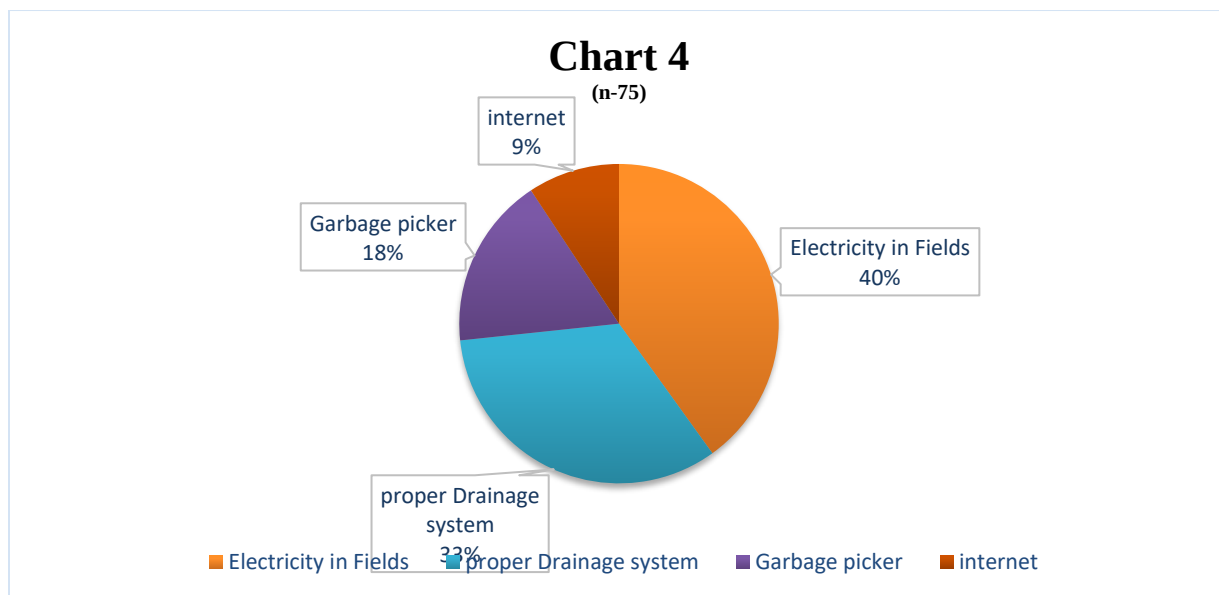
(b) No (25%)



We found that basic facilities are fulfill but amalgamation of the new things should be required (internet, electricity on field, proper drainage system so on) with this we conclude that third fourth of the respondent agree with this and 25% was satisfied with already being provided.

4)Is 'Yes', then name the Basic service:

(a) Electricity in Fields (b) Proper Drainage System (c)Garbage picker (d)Internet

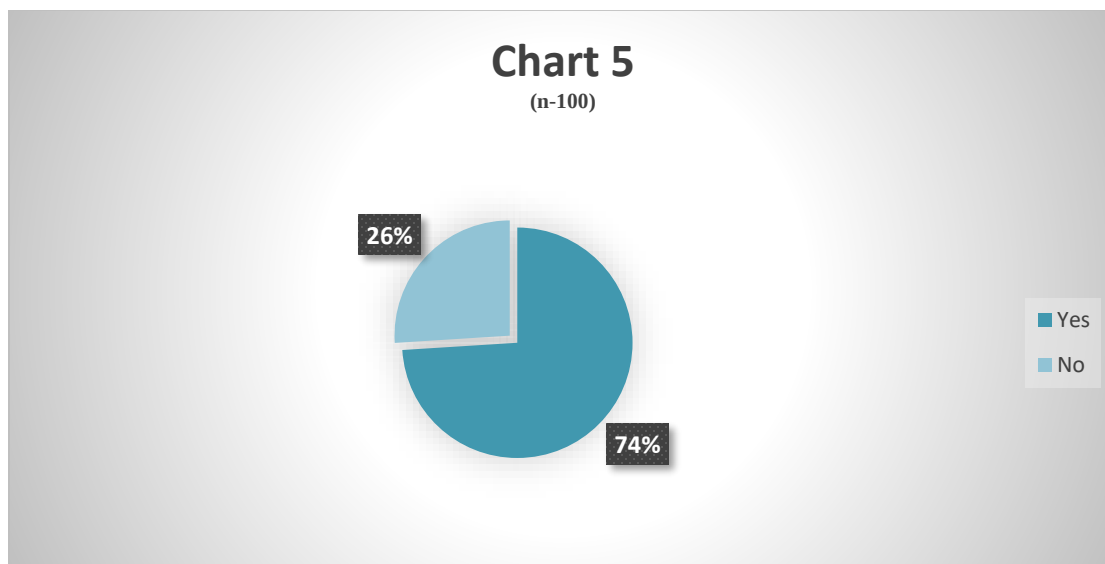


With criteria of new services people respondent as 40% electricity in field and rest of them want 33% proper drainage system, 18% Garbage picker, 9% internet over the 75% percent of those should be new service. Due to these new services help in the upliftment of community and development.

5) Gram Panchayat effective implementation of the basic services

(a) Yes (74%)

(b) No (26%)



While going through the effective implementation of these facilities 74% people says they satisfies with effective implementation process, while rest 26% of them are more likely to form the process should be faster in terms of effective implementation of basic services.

6) If the answer to Question above is 'No', give reason:

From chart 5, 26% respondent who's says process should be faster in terms to manage the Insufficient and mismanagement Funds. Some of them add corruption is also one of reason of ineffective implementation of basic services.

Focused group discussions: -

FGD 1

Number of respondent in FGD: -	11 (females)
Name: -	Labh Kaur, Gurdeep Kaur, karamjeet kaur, Maya, Baljinder Kaur, Amro, kiranpal Kaur, sonu rani, Paramjit kaur, Nirmala Devi, Sandeep kaur.
Date: -	15 February 2018
Place: -	Verandah
Gram panchayat name: -	Talwara
Questions: -	1)What types of Basic services provided in your village? 2)What benefits you get from these services? 3)Are you satisfied with these services? (a)Yes (b) No 4)If no what is the reasons? 5)By whom these services are being provided to you?
Finding: -	During the visit in Talwara village, I had an interaction with a group of women of the village about the Basic services provided to them by gram panchayat. The services like toilet, roads, street lights, Government schools, electricity etc are been provided to them. Women's told that after the facilities like sanitation they don't have to go out for toilet and especially pregnant ladies and young girls feel more comfortable because of proper sanitation, but there is issue of maintainance of toilets in government schools due to that the number of health issues among girls are very high in Talwara women said. Apart from this electricity problem is very common in the village, nearly half of day there is electricity cut at time of the discussion the women tell there are many other problems like open drainage system, less no of street lights are very high in the village. Many applications and request for drainage and electricity are laid down in Gram Panchayat by village but there is no initiative taken by Gram Panchayat. In lastly, they said that, "the facilities are providing to them are not satisfactory and only for display but of no use".

	From the discussion it depicts that the satisfaction level for Basic services is very low among the villagers and services is not provided on continuous basis.
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FGD: -2

Number of respondent in FGD: -	12 (male)
Name: -	Sukhveer Singh, Ram Singh, Satnam Singh, Raju, Darshan, Leelu Ram, Ramesh Chandra, Malkeet Singh, Amrik singh, Harindra singh, Rajendra singh, Bhola.
Date: -	21 February 2018.
Place: -	Under the neem tree.
Gram panchayat name: -	Talwara
Questions: -	1)What types of Basic services provided in your village? 2)What benefits you get from these services? 3)Are you satisfied with these services? (a)Yes (b) No 4)If no what is the reasons? 5)By whom these services are being provided to you?

Finding: -	During the visit, I had an interaction with a group male of the village about the Basic services provided to them by gram panchayat. The services like toilets, roads, drinking water, streetlight, playground, electricity etc are been provided to them. They told that after the facilities like toilet now their family members (special women and girls) don't have to go out for toilet and don't have to wait until for dark to relieve themselves. At the time of discussion respondents tell that there are road facilities, but the quality of road is poor because of low maintained and there is delay in reconstruction. There is no drainage constructed by the side of roads. Due to the overflow of the drainage most of the disease likely to happen and they said that the drainage system should not be constructed close near to their houses, but without their permission the contractor already constructed the drainage system. It is clearly show because of improper planning done by gram panchayat the Basic services which are given to villagers are not satisfactory. another issues arises like electricity problem is very common in the village, due to cut the agriculture activities get affected, education of children gets disturb and many household activities also disturbed because the long electricity cut. Many applications related to drainage and electricity are given in Gram Panchayat by village but there is no initiative taken by Gram Panchayat. At last they focused on, "the facilities are providing to them are not satisfactory and management part is very weak". From above discussion it is concluded that the satisfaction level for Basic services is very low among the villagers and rest services are not appropriately implemented
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FGD: -3

Number of respondent in FGD: -	12(female)
Name: -	Vinod Kumari, Meena Devi, Savitri, Nirmala, Bhaghwanti Devi, Muni Devi, Lichma Devi, Lalita, Suman Devi, Seema Rani, Krishna, Kalawati Devi.

Date: -	14 March 2018
Place: -	Verandah
Gram panchayat name: -	Bhattukalan
Questions: -	1)What types of Basic services provided in your village? 2)What benefits you get from these services? 3)Are you satisfied with these services? (a)Yes (b) No 4)If no what is the reasons? 5)By whom these services are being provided to you?
Finding: -	In the visit of Bhattukalan village, I had an interaction with a group of women of the village about the Basic services provided to them by gram panchayat. The services like drinking water, roads, toilet, streetlight, electricity etc are been provided to them. They told the facilities like drinking water provided, the women and their girl child do not go far for collecting the water and which lead to save their time. Issues arises when the joint and the connections of water pipelines get broken. After that gram panchayat had not taken any initiatives for repairing the damages, due to this not only drinking water affected the quantity of water and quality as well. The group told that the girls in the village want facilities like sanitary pads in school at the time of menstrual period. But there is issue came out that of low maintaince of toilets in government schools due to that the health issues take place. At the time of discussion respondents tell that there are road facilities, but the quality of road is bad which have raised several issues like road accident in the village. Group members said that many roads need to repair, and we raised these issues many times but nothing action taken by gram panchayat. Respondents discussed on another issues like electricity problem is very common in the village, due to this education, irrigation, household activity get affected. They want electricity more in field (khets) during irrigation time (because mostly irrigation system (like tube well). Many applications related to road problems and electricity are given in Gram Panchayat by villagers but there is no initiative taken by Gram Panchayat. In lastly, they remind us that, “management part is week and not effectively implemented the plan. The facilities are providing to them are not satisfactory and fund not utilised properly.”

	From above discussion it depicts that the satisfaction level for Basic services is very low among the villagers and services is not provided on continuous basis.
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FGD: -4

Number of respondent in FGD: -	12(male)
Name: -	Rajveer, Hari Ram, Ssunil, Om Prakash, Narayan Singh, Mukesh Kumar, Mohan Lal, Vinod Kumar, Krashan Kumar, Dharam Pal, Sultan Singh, Roshan Lal.
Date: -	20 March 2018
Place: -	Verandah
Gram panchayat name: -	Bhattukalan
Questions: -	1)What types of Basic services provided in your village? 2)What benefits you get from these services? 3)Are you satisfied with these services? (a)Yes (b) No 4)If no what is the reasons? 5)By whom these services are being provided to you?

Finding: -	During the field visit in Bhattukalan village, I had an interaction with a group of males of the village about the Basic services provided to them by gram panchayat. The services like roads drinking water, toilets, electricity etc are been provided to them. Man's still defecate in the open space not using the toilets because there is low availability of public toilets due to this people who are going to the work place if there are no toilets they suffer to defecate in open areas which is hampered the nature and the health of villagers. At the time of discussion respondents came up with issues arising with road facilities, but the quality of road is poor condition which have raised several issues like cannot easily access between the market or rural areas. Group members said that many roads need to repair, and we raised these issues many times but nothing action taken by gram panchayat. Respondents discussed on another issues like electricity problem is very common in the village, the main source of income is agriculture and doing agriculture on a large scale means a lot of water has to be need in the villages there need to be irrigation systems (thus require electricity). Due to cut the agriculture activities get affected, education of children gets disturb and household activities also disturbed. Many applications related to road problems and electricity are given in Gram Panchayat by village but there is no initiative taken by Gram Panchayat. In last of discussion they said, "management part is poor and not effectively implemented the plan. The facilities are providing to them are not satisfactory and fund not utilised in needed sector." From the discussion it depicts that the satisfaction level for Basic services is very low among the villagers and services is not provided on the continuous basis.
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Case study:1

Name: -	Sunita Devi
Age: -	39
Gram panchayat name: -	Bhattukalan
Discussion with respondent: -	Sunita Devi is a widow and illiterate also. His husband died due to cardiac attack. In his family only, her daughter Kiran there.after the death of her husband She faced many troubles like financially and raising her child because of no one is there in her house to earn after her husband. She is doing works as a domestic help in the landlord family.She was not aware about the services that were given by gram panchayat, and even not getting these services like toilet facilities in her house and even electricity.Due to no sanitation she suffered a lot, she went for toilets quite a walk away from her house for open defecation (in field).and feels shamed and fear when going for open and alsogoes for collecting water for house errands and preserved the water for emergency and the more time consumed in these activities and she not gave much time forwork. Now she used landlordhouse washroom because half of the day she spends her time there after the using of washroom she realized that she wants sanitation in his house and do not want her daughter to suffered same problem. she takes action and wrote application with the help of her landlord but there is no action taken by gram panchayat. After swach Bharat Abhiyan not only sanitation problem is removed from her house, and time has also saved. shefeels happy and safe, she said water facilities also provided and electricity facility are not available for hours in a day. Because of low management and delay in suppling. In the end she said,“only these 3 basis services require a common people because these are more important than other services.”

Case study:2

Name: -	Pal Kaur
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Age: -	42
Gram panchayat name: -	Talwara
Discussion with respondent: -	Pal kaur lives in a small hamlet of talwara panchayat with her seven family members. Her husband Baljeet singh(47) isa farmer and agricultural is the main source of income of this family. she lived with her in-laws and 3 children (two girls kavaljyot (19), Simran (15) and one boy sukhdeep (12)). In interview she tells about the services (which she knows) that were given by gram panchayat like water, road, electricity, toilets, and facilities in govt schools.she told that after the facilities like sanitation now their family members don't have to go out for toilet.Which lead to women and girl'ssecurity increased and time is saved which is earlier consume in travelling for toilet.But the main issue there is due to low maintenance and cleanness of toilets in government schools and the number of health issues among girls are very high. During interview her daughter kavaljyot said they want facilities like sanitary pad in schools.At the time of discussion, she tells there are road facilities, but the quality of road is not good itraises several issues like road accident and they faced more problem during rainy season, the digs in the middle of the road cannot find out, due to this two-wheeler rider stucked and get accident. She said that main roads should be repair time to time. Electricity problem is very common in the village, the main source of income is agriculture and doing agriculture on a large scale means a lot of water has to be need in the villages there need to be irrigation systems (thus require electricity). She said that without water or electricity the agricultural work cannot be done effectively they want more electricity supply in field and as well as in village also.From the above discussion it reflects that the satisfaction level for Basic services is very low.

Findings from the study

- From study it reflected (in Focused Group Discussion and in Interview) that the Basic service facilities which are available in Talwara and Bhattukalangram panchayat are: - drinking water, toilets, streetlight, electricity, roads, and playground.
- From above figures and in discussion it reflects that, the Basic services being provided in Talwara and Bhattukalan villages but are not sufficient as per the population size of these villages. (in Bhattukalan 75% and Talwara 63% village people need more service).
- The present study has also revealed that most of the residents of these villages have suggested or required the new services like internet, electricity in the field, proper drainage system, sanitary pad and Garbage picker should also be provided. This would prove helpful to the community and others as well.
- It is also found that the level of satisfaction of users of these Basic services is low, as per the expectations of the users. [In Talwara only 17 % and in Bhattukalan only 21% people are satisfied with Basic services]. In Bhattukalan, whereas 59.5% are male and 40.5% are female out of 79% not satisfied respondents. Out of not satisfied respondents more than half (50.6%) are belongs to General category, near about one fourth (26.5%) of not satisfied respondents are OBC (other backward caste) and rest 12.6% are SC & 8.8% are ST. In Talwara, whereas 51.2% are women and 48.2% are male out of 83% not satisfied respondents. Out of not satisfied respondents more than half (53%) are belongs to General category, near about one fourth (22.8%) of not satisfied respondents are OBC (other backward caste) and rest 10.8% are SC & 13.2% are ST.
- The respondents (In Talwara 35% and Bhattukalan 26%) have pointed that stringency and mismanagement of funds are the major reasons for underutilization of Basic service being provided by the Gram Panchayat.
- From study it reflected that in the village there is a problem of mutual decision between contractor and villagers on construction of drainage system in the village. The drainage system not systematically constructed due to that the water come out from the drainage and spread on roads. Because of this reason there are two major problem is happened (one is Road damage and another one is health issue).
- From focus of group discussion, it depicts there is no proper electricity supply in the village due to this people faced lots of problems e.g.; effects on house hold activities, education and as well as on agricultural.

Conclusions drawn on the basis of present study:

On the basis of the present study, it is concluded that the Gram Panchayat of both the villages, Talwara and Bhattukalan is providing Basic services at their level best. 73rd amendment (1993) for the local government, under which several basic services should be provided by gram panchayat at village level (water& sanitation, road, electricity, schools, drinking water and other infrastructure). The foremost priority of the gram panchayat to provide basic quality services in the villages. But the quality of the services is not being effective. As per the government commitment. Almost 81% people are not satisfied with the services provided by the gram panchayat. The gram panchayat should focus on providing the quality of basic service. At the same time, focused also be giving to construction of the toilets in the village to increase the women security and decrease the open defecation in the village. As panchayat should take step toward solid waste management to reduce the health issues in villages. However, these can be further improved by allocation of more funds towards rendering of these services. And also manage the services time to time. Almost all Basic services are being provided but the respondents have suggested that it would be appreciable if internet services are also provided. This would be helpful for the community and others also.

RECOMMENDATIONS: -

- Villagers opinion should be taken in Gram panchayat development plan which help in effective management, decision making process and increase the government liaison with the community.
- Gram panchayat should do Optimum utilisation of funds for efficiently and effectively implementation of services.
- Supply the electricity in field during the season of irrigation whichhampers the productivity and time consuming during irrigation.
- Corruption should be diminished in working of gram panchayat through this fund can utilised properly and trust over the working of the government.
- Step for reducing the solid and liquid waste management from because of this the health issues can be removed from the community and also help in achieving the sustainable development goal.
- Role of NGO's should be active at the local level because it is work as a mediator between government and local community.

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