

Rangapur is a small village surrounded by hills. The village is situated beside a river. Due to heavy rains and floods in the river the streets were covered with mud water, the electric wires were dislocated, the water pipes were damaged. There was no water supply. Nobody came to their rescue or to solve the problems due to heavy rains. Who will solve these problems? Who will be held responsible for this state of affair? What other problems would arise due to floods? Discuss these issues with your friends and note down the points.

Discuss in groups



- ◆ Who has to clear the mud on the streets of Rangapuram?
- ◆ Who has to repair the electric lines?
- ◆ Who will repair the water pipelines?
- ◆ Who should we complain to in case of public inconvenience.

In every village they have a gram panchayat which provides the required facilities to the public and solve the problems if any. In every village, in addition to grampanchayat there will be other public institutions like school, veterinary hospital, Anganwadi Centre etc., The institutions which work for public welfare are called public institutions.



7.1. Public institutions - Grampanchayat

Mohan wants to apply for a ration card, so that he can get household items from the rationshop. He can also get bank loans. He decided to apply for a ration card. He went to meet the village the revenue secretary along with his daughter Aruna.

Mohan approached the revenue secretary and informed him about their family. (Son, daughter and wife) and requested for a ration card.

The village revenue secretary advised Mohan to apply at the ‘mee seva’ office with a proof of residence.

Meanwhile the village secretary called upon all the people who came to record the details of their crops. Village secretary looked into the records with the help of his revenue assistant and gave the receipts to all.

The kinds of work done by different officers at village level are given below in the table. Discuss with your teacher and know about the officers who are responsible for different work and fill the table.

Sl.No.	Details of the functions	Public servant/officer responsible
1.	Recording crop details	Village Revenue Officer(VRO)
2.	Collecting house tax	
3.	Providing street lights	
4.	Maintenance of land records	
5.	Registration of births and deaths	
6.	Responsible for work related to revenue	
7.	Responsible for the works related to Mandal Praja Parishad	
8.	Collection of water charges	
9.	Distribution of letters	
10.	School maintenance	
11.	Cleaning the drains	
12.	Vaccination and medication	

Collection



- ◆ If you live in a city, collect the details of the person who is incharge for the above duties in the table with help of your parents / teachers. Write them in your note book.
- ◆ Has review meeting held in your village? If yes what were the issues discussed. Collect information from your village sarpanch and village secretary regarding the development of village and activities taken up during the review meeting?



Mohan along with his daughter went to "Mee Seva Centre". They have taken an application form. Aruna filled the application form as per the details given by her father. Mohan attached a copy of his land pass book and submitted the form. The officer at 'Mee seva' centre recorded the details online and gave a receipt to Mohan. They asked Mohan to meet the mandal revenue officer after a month.

Mohan met the Tahasildar and came to know that his application has been sent to the district civil supply officer.



In due course the district civil supply officer accepted Mohan's application and allotted ration coupons to him. Mohan also received the same information from the district civil supply officer.

Mohan and Aruna met the Tahasildar and received the ration coupons. Tahasildar sent the details of the coupons and Mohan's family photograph to district civil supply officer for issuing a ration card.

After some days, Mohan received a temporary ration card from the tahasildar.

It took 45 days for Mohan to receive a ration Card. Now, Mohan is getting ration from public distribution system. He also took a loan from the bank with that ration card.



Do you know?

While issuing ration cards, the government is using iris camera to take the photographs. The centre part of the eye is called Iris. The Iris camera will capture the Iris part of the eye which can save a photo without fading. Mimizoï invented the iris camera. This iris image will detect the individual if he comes for the second time.

Taking photograph through Iris camera



Do this

- Observe the ration card at your home. Notedown the details given in the ration card in your note book.

Ration card is useful in many ways. It can be used as an identity proof for all family members. It is useful as an identity proof to submit the applications in the banks and government offices to avail different welfare schemes. It can be used as an address proof. There are two types of ration cards, white and pink. The White card is allotted to poor families. The white card holder can utilise many public services and hospital facilities in government and recognised private hospitals in addition to ration with nominal rates. The ration commodities will be sold at the rates prescribed by the government.

Collect this



Visit a fair price shop in your village/town and collect the following information.



Sl.No.	Details	Available/ not available
1.	Notice board	
2.	Working time	
3.	Availability of the commodities	
4.	Price list	
5.	Do we get provisions next month, if we don't take this month.	




The government will provide the required provisions for the poor, through fair price shops, if the distribution of provisions is improper in the ration shops. Do you know what should be done? They should be provided provisions regularly, other wise they can complaint to the tahasildar.



7.2. Public institution - mandal head quarters

You have learnt that there will be a mandal revenue office in every mandal which is headed by tahasildar. It discharges various functions like distribution of ration cards to the families who come under its perview and collection of land reveue (tax on the cultivated land). Do you know who will the government func-tions in every village? In addition to mandal revenue offices some other Officer also extend their services to the people of that mandal.

Do you know the different public institutions that work in every mandal? Read them in the table given below.

Mandal level institutions	Activities
<p>Mandal Parishad Office</p> 	<ul style="list-style-type: none"> ◆ It is headed by the Mandal Development Officer. ◆ Providing primary education. ◆ Agriculture, cattle rearing, fish farming, poultry breeding & development. ◆ Construction and repairs of roads and also irrigation. ◆ Providing safe drinking water, health, women and child welfare, sanitation etc.
<p>Police Station</p> 	<ul style="list-style-type: none"> ◆ Headed by sub-inspector of police. ◆ Maintains the law and order. ◆ Reducing crime rate. ◆ Maintaining good relations with public. ◆ Receiving complaints from the people, recording them and responding immediately. ◆ Conducting enquiry on the complaints and recording them.

Mandal level institutions	Activities
<p style="text-align: center;">Mandal Revenue Office</p> 	<ul style="list-style-type: none"> ◆ Headed by tahasildar, supervises the activities of the village secretaries and activities of the employees of mandal revenue office. ◆ Receiving complaints from public and enquiring about them. ◆ Ensures that all the welfare programmes reach the needy people. ◆ Issuing caste and income certificates. ◆ Relieving the people from bonded labour. ◆ Issuing of pass books to farmers. ◆ To resolve the cases related to land issues/disputes.
<p style="text-align: center;">Primary Health Centre</p> 	<ul style="list-style-type: none"> ◆ Headed by health officer, treating patients with common diseases everyday. ◆ Maintaining the sub-health centres and supervising its activities. ◆ To implement national health programmes in the mandal. ◆ Ensure safe delivery under mother-child welfare scheme. ◆ Refer the needy cases to the district hospital for further treatment.
<p style="text-align: center;">Bank</p> 	<ul style="list-style-type: none"> ◆ Headed by the manager. Collecting deposits from people. ◆ Distribution of loans to farmers. ◆ Collecting daily deposits. ◆ Distribution of loans to women self help groups.

Mandal level institutions	Activities
<p data-bbox="288 376 703 412">Mandal Resource Centre</p> 	<ul style="list-style-type: none"> ◆ Headed by mandal education officer (MEO). Enrolment of all school age children in schools. ◆ Monitoring schools to provide quality education to all the enrolled children. ◆ Inspecting the schools. ◆ To take action on irregular teachers. ◆ Effective implementation of mid-day-meal programme in all schools.
<p data-bbox="336 936 655 972">Veterinary Hospital</p> 	<ul style="list-style-type: none"> ◆ Headed by veterinary Doctor. ◆ Look after the health of all animals. ◆ Provide treatment to wounded animals. ◆ Preventing diseases. ◆ Identify the diseases which transmit from animals to human beings and take preventive measures. ◆ To educate the farmers on how to take care and give nutritious food to animals.

Now, you have learnt about the different government institutions working at mandal level to serve the people in the mandal. Once in every three months a meeting will be organised to review all the development activities. This meeting will be conducted under the chairmanship of Mandal president. As Sarpanch is elected in every panchayat, Mandal president is also elected by all the people of that Mandal.

Do this

- What is the name of your mandal?
- Who is your mandal president?
- To which village does he / she belong?
- When are the mandal development meetings held in your mandal.
- Who represents the mandal development meetings from your village?
- What would be the agenda of the meeting?
- Discuss on the activities taken up by village panchayat and other public institutions of in your class.

Mandal president will send the invitations in advance to all the members to attend the mandal development meetings. Look at an invitation letter sent by Kothur mandal president of Mahaboobnagar.

Mandal Development Officer, Kothur Mandal, Mahaboobnagar District.

Letter No : 2/B/2011.

Date : 02-01-2011

Invitation for General Body Meeting

Sub : Invitation to attend a meeting to be held on Date:28-01-2011.

The Mandal Development Officer, Kothur here by informs all members of Mandal Parishad Territorial Constituency (MPTC), to the Zilla Parishad Territorial Constituency (ZPTC) members, Coopted members and all Sarpanches, there is a meeting convened on 28-01-2011 at 10.30 am at mandal Development Officer, Kothur. Hence all the members are requested to attend the Meeting.

President
Mandal Parishad, Kothuru Mandal,
Mahaboobnagar District.

Now you have seen the invitation for general body meeting. Do you know what would they discuss during the meeting? The points they discuss are called 'agenda'. Read the 'agenda' points identified for Kothuru mandal general body meeting.

Agenda Items

- Agriculture
- Working of animal husbandary
- Panchayat raj and rural development
- Pensions
- Drinking water
- Horticulture
- Primary education
- Women and child welfare
- Water harvesting
- Activity of primary health centre
- Electricity
- Indiramma Avasa Yyojana / construction of houses
- Roads and Buildings
- Industries and prevention of pollution
- Other points with the permission of chairperson

You have read the agenda! Discuss with your friends in groups about how the members would discuss these points.

Discuss in Groups



- ◆ Who will attend the Mandal development meeting?
- ◆ What would be the discussion points?
- ◆ Suppose if you were a sarpanch of your village and attending mandal development meeting. What points of your village you would like to focus on?
- ◆ Who are the officials that attend the Mandal development meeting?

Sarpanches and MPTC members belonging to different villages discuss the problems of their villages in the meeting. The Mandal level officials answer the questions asked by the elected representatives. The Mandal Development Officer will conduct the proceedings of the meetings. Tahsildar, Agricultural Officer, Veterinary Officer, Mandal Educational Officer and Health Officer attend the meeting and reply to the questions asked by the members.

Discuss in groups



- ◆ Some of the questions asked by the members during the meeting are given below. Read them and think and discuss in groups about how the different officials would have answered those questions.

Sl.No.	Questions	Officer who gives the answer
1.	When do they supply seeds to the farmers?	
2.	The roads are damaged and it is becoming a problem for transport, when will the roads be repaired?	
3.	When will the Mid-day-meal agency get paid?	
4.	In our school there is no toilet facility for girls, when will you construct toilets?	
5.	Our school children require library books. When will you supply them?	
6.	The farmers need loans to purchase fertilisers. When and how much money will be released for them?	
7.	Some of the villagers have no houses. When will you sanction houses for such people?	

7.3. Public institutions - district level - collectorate

Mohan and Kiran are neighbours. Kiran is frequently facing some health problems. One day Kiran fell on the ground and became unconscious. On seeing the anxiety of Kiran's wife, Mohan, immediately called '108' and Kiran was admitted to a government hospital.

Doctors examined Kiran and diagnosed him with a heart problem. They treated him and advised him to undergo a heart surgery within a month.



The doctors advised Jyothi, Kiran's wife to bring Arogyasree card for free medical treatment of her husband. Jyothi decided to apply for Arogyasree card as they had white ration card. She wrote an application to the District Collector for Arogyasree Card.

Application

Date: 01.01.2013

The District Collector,
Ranga Reddy District,
Andhra Pradesh,

Respected Sir,

Sub : Allotment of Arogyasree card under Medical Insurance Scheme - Reg.

I would like to bring the following to your kind notice. I have been suffering from ill health for a long time. I had a heart stroke recently and doctors advised me to under go a surgery. I don't have enough of money to meet the medical bills. I have a white ration card.

Hence I request you to kindly grant me Arogyasree card so that I can get free medical aid.

Thanking you.

Yours faithfully

Kiran

Patloor,

Marpally Mandal

Ranga Reddy District.

Enclosures:

- 1) Original copy of white ration card
- 2) Copy of medical reports

Kiran's family went to the collector's office and submitted the application to the collector and explained their problem. The collector sent the application to the concerend health insurance officer. Kiran received the Arogyasree card within a week. With the help of the Arogyasree card Kiran under went surgery. He returned home cheerfully.

In addition to mandal office, there will be many government departments at district level to serve the people in the villages. They release the funds to mandals and panchayats to take up different welfare activities.

Collect



- ◆ In addition to district collectorate what are the other offices function at district level? Collect the information with the help of your teacher / parents and prepare a table.

Sl.No	Name of district level office	Designation of the officer	Nature of the duties

Different types of public institutions are functioning from village level to district level to meet the needs of the people. All the officers perform the duties allotted to them.

7.4. Public institutions - Public property

All the government institutions are fulfilling the primary needs of the people. In order to run all these institutions a lot of money is required to pay the salaries to the employees and to meet other expenses.

Discuss in groups



- ◆ During strikes and rastaroko (where in protestors do not allow any movement on the roads), people damage public property, government offices and RTC buses. They feel that they are damaging government property? Whose properties are these?
- ◆ To run the government institutions who pays the money? What are the sources of income for government?
- ◆ What should we do to prevent the damage caused to public property?

Public institutions are being run by our money. We pay the money to the government in the form of different taxes. The same money is being used to meet the primary needs of the people. It's our property and we are responsible to protect these public properties for our future citizens. If we don't protect them there will be no progress.

We are getting services in the form of street lights, water pipelines, roads, hospitals and schools. Don't you think these are for us only? What will be achieved if we damage the doors and windows of government offices? We are witnessing the street lights being lit during day time also, the water being wasted through the taps? Don't you think that these are our properties and we have the responsibility to protect these resources?

7.5. Right to information

- Mother : Well! Ravi, Why are you playing in front of the house without going to the play ground?
- Ravi : Oh! foul smell due to the overflow of drainage on the ground is stopping us from going to play ground.
- Mother : Then, you have to complain about it in the Municipal Panchayat Office. You are not supposed to play in front of the houses.
- Raju : Aunty! my brother has already complained about it five days back.
- Aruna : Aunty! do they care, if we complain?
- Mother : Don't you know? The Right to Information Act has been implemented on 12th October, 2005. From that day the government officials started taking care of complaints of public.
- Aruna : What is 'Right to Information Act?'
- Mother : The right to get information from public institutions is called 'Right to Information Act.' As part of this we can know the information about the activities taken up by the government, different documents, reports etc., we can get photo stat copy of the documents also.

Right to Information Act - 2005

The Right to Information Act is the Right to get the required information from Public Institutions (Govt. Offices). We have a right to know the details of the records, documents, memos, orders, reports of government offices etc. For this, we have to submit the duplicate copies or required application to the concerned offices. We can collect the details in written form from the concerned offices.

We can write the application on a white paper also. We have to pay a nominal fee. There is no fee at the village level. The people who are below poverty line need not pay the fee. The concerned officer should give the information within 30 days. If the application is about Right to live, freedom of individual, then the information should be given within 48 hours.

Commission for information functions as an autonomous body at state and centre level. Public information officer is present in every government office.

People are part of the government. Everyone has a right to get the information about the working of an office and other required information.

The main aim of the act is to give the information voluntarily by the government.

- Ravi : Mummy! do all the offices of our village keep the required information.
- Mother : Yes, they have to! It is the duty of the officers to make the information available. Our Right is to ask and know.
- Aruna : Aunty? You say, ask and know. Then, who should we ask?
- Mother : Good question. We should ask the public relations officer and know the information in the form of documents also.

Application for Information

Dt : _____

Public Relations Officers (Village Secretary),
Name of the Gram Panchayat :
Bijwaram Village,
Maldakal Mandal.,
Mahaboobnagar District.
Sir,

Request for Information

With reference to the Right to Information Act-2005, section 6(1), I request you to kindly give every page of the following information in Telugu / Hindi / English under section 4(4).

Particulars of funds sanctioned to the Gram Panchayat in the year 2012-13

Total funds received in the year 2012-13 Rs. _____ .

Money spent on different kinds of work Rs. _____

Any amount left after the expenditure? _____

How much money is left? Rs. _____

I here by pay Rs.10/- through challan for the application. Kindly give the receipt.

Signature of the applicant

Name : Venkat

Address :

Village : Bijwaram

Mandal : Maldakal _____

Distirct : Mahaboobnagar _____

- Raju : Aunty! my brother complained in the panchayat office regarding the over flow of drainage five days back. Can we know the position of the complaint now?
- Mother : Yes, you can. They should give the information within 30 days.
- Aruna : If they don't give information within 30 days, then?
- Mother : Then we have to apply to the higher official. Bring a white paper. I will tell you how to write application. (The children write the application and meet the village secretary along with their mother).
- Raju,Ravi,Aruna,Mummy: Namaste Sir! We came to meet you.
- Village Secretary : Namaste! Children! What do you want?
- Mother : Sir! the play ground where these children play every day is smelling due to the over flow of drainage. Raju's brother gave a compliant regarding this 5 days back.
- Village Secretary : Do the workers clean the drainage every day?
- Raju : No sir! No one has cleaned the drainage for so many days.
- Aruna : Sir! let me know, who would clean the drainage? Once in how many days the drainage has to be cleaned?
- Village Secretary : Why do you ask all these particulars?
- Mother : Sir, don't say like that! Every one has a right to get information according to R.T.I. Act. Children, submit the application.
- Village Secretary : (Receiving Application) OK! You can go now!
- Children : Sir, What about receipt?
- Village Secretary : Good God! Ok, (After writing receipt) take this. I will order people to clean the drainage now itself. Children, you asked for the information. Panchayat workers have to clean the drainage every day. I will send this information in a written form to you.

Discuss in groups



- ◆ On what occasions we can use the Right to information?
- ◆ What information you would like to get in context of the problems of your village? Write an application.

Key words :

- | | | |
|-----------------------|------------------------------------|---------------------------|
| 1. Public institution | 6. Gram-panchayat | 11. Ration card |
| 2. goods/provisions | 7. Mandal Parishad | 12. Arogyasree card |
| 3. Complaint | 8. Collector's office/collectorate | 13. Public property |
| 4. Reports | 9. General body meeting | 14. Primary health centre |
| 5. Loan | 10. Mandal parishad President | 15. Veterinary hospital |

What have we learnt?

1. Conceptual understanding

- What are public institutions? Give some examples.
- What are the functions of a Grampanchayat?
- What are the problems of your village? Does the Gram Panchayat solve them?
- Which mandal do you belong to? What are the different mandal level offices?
- What is your district name? where is it located? What are the different offices located there?
- Can you find the differences between the functions of mandal development officer (MDO) and revenue officer?
- Do you know why we get only one ration card per family?
- What are the advantages of Right to Information? What information you would like to know?
- Which problems of your village, would you like to utilise right to information?

2. Questioning - hypothesis

- Write the name of any district level office. Frame questions to know what are the services people get through that office.

3. Experiments - field observations

- Visit a public institution in your village. Write down which functions it is attending to and which functions it is not attending?

4. Information skills, projects

- ◆ Visit a Grampanchayat or a Mandal level office. Find out who are working there and what are their functions. How are the people benefiting through that office. Collect the details and present in your class.

5. Communication through mapping skills, drawing pictures and making models

- Draw your Mandal map. Mark the different institutions of your mandal.
- Identify your Mandal in your district map. Identify the surrounding mandals. Mark the public institution with the following given symbols.

Ex: School	△	Hospital	+
Temple	□	Post Office	P
Bank	○	Bus Station	⊗

6. Appreciation, values and awareness towards bio-diversity

- What measures can we take to prevent the damages caused to public institutions, government offices and public property.
- Your school is a public institutions. Write the do's and dont's in your school?
- Parents must attend parent-teacher meeting in schools. Similary people should attend Gramasabha, then only they will come to know what is happening there. How can you encourage your parents to attend such meetings?

Can I do this?

- | | |
|--|----------|
| 1. I can say about the different institutions functioning from grampanchayat to district level. | Yes / No |
| 2. I can explain how they are serving us | Yes / No |
| 3. I can locate / identify the offices in a mandal or district map. | Yes / No |
| 4. I can also question to get information from any office. | Yes / No |
| 5. I can mark out the different institution on the map of Mandal | Yes / No |
| 6. Government institutions are public property. I can explain what should we do to protect these institutions. | Yes / No |