

9.1 Inspection and Supervision

The DC is responsible for monitoring the progress of implementation of various developmental programmes in the district and ensuring that these are executed within the specified timeframe and approved budget. While most of the Central and State plan schemes specify the monitoring requirements, in general, most

schemes require that the DC monitor the progress on a monthly/quarterly basis. The District Planning and Development Committee is also required to review the progress of schemes every quarter. In addition, the State Government has also specified the extent of supervision to be carried out at various levels with regard to the developmental works/projects, as follows:

Table 31: Percentage of inspections of works/projects to be carried out at various levels

Designated Officer	Percentage of Inspection to be carried out
Block Development Officer / Junior Engineer	100
District Planning Officer	15
Addl. DC / Addl. DM	5
Sub-Divisional Officer	10
Deputy Commissioner	4
Official from State Planning Department	1

Apart from the stipulated personal inspection and supervision, review of the execution of schemes was also to be done through periodical review reports and statements of expenditure (SOE) to be sent from various levels-GPs to the Blocks, Blocks to the DRDA/DC, DC to the State Government and onwards to the Central Government, for the Central schemes.

Audit scrutiny, however, revealed that monitoring and supervision of the progress of implementation of various schemes in the district was not satisfactory. The District Planning and Development Committee convened only six meetings against requirement of 15 during 2006-11. The DC reportedly held monthly meetings with the BDOs to review the progress of execution of works/ schemes. There is, however, no record of the discussions or the decisions taken in such meetings or further directions given to overcome the bottlenecks, if

any, in the execution of the schemes. While the DPO stated (June 2010) that field visits and inspections were carried out both by the DC and the Addl. DC, there were no reports available in the office relating to such visits.

In the exit conference, the Additional DC stated (October 2011) that monitoring/inspections of works was being done at all level but necessary records of such inspections were not maintained. The fact, however, remains that in the absence of any records the issue of transparency and follow up action on the execution of works was not addressed.

It was also noticed that the sampled blocks and GPs, do not send the Statements of Expenditure on a monthly basis to the DC. District Planning Officer stated (June 2010) that efforts were being made to get the information regularly from the concerned agencies.

9.2 Grievance Redressal

The State Government has instituted mechanism at the district level to redress the grievances of the policy makers and public. The Grievances Cell has been set up in the office of the DC with staff, which caters to two types of grievances-those received through (a) Governor, Chief Minister and Ministers of the State; and (b) from the general public. The time frame specified by

the State Government for redressing the grievances in (a) is one month and those in (b) is one and a half months. The department has not maintained separate records of grievances received through Governor, Chief Minister and Ministers of the State and from the general public. The position relating to number of grievances received and those redressed during the last five years (upto March 2011) as reported by the DC's office, is depicted below:

Table 32: Position of number of grievances received and those redressed during 2006-11

Grievances	2006-07	2007-08	2008-09	2009-10	2010-11
Received	1071	856	798	785	4002
Redressed	686	439	474	405	3347

The grievances are sent by the cell to the concerned line departments for taking necessary action with a copy to the complainant. Once action is taken on the complaint/grievances, the line department intimates the cell which in turn informs the complainant.

The District Planning Officer stated (May 2011) that for the pending cases pertaining to the different departments, reminders are being issued to them for their disposal.

In sum, monitoring and supervision of the progress of implementation of various schemes at all tiers of local administration in the district was perfunctory which impacted the progress

of developmental works/projects undertaken by various departments/implementing agencies. Consequently, there were number of works in the social and economic sectors which were plagued by cost and time overruns thereby depriving the public of the benefits of these developmental schemes.

Recommendation

- *Monitoring, inspection and supervision needs to be strengthened at all the tiers of local administration to ensure that the programmes are executed on time and within the cost and timely corrective action need be taken in cases of slippage.*