

APPENDICES

Appendix 1.1

Year-wise break up of outstanding Inspection Reports (IRs) as on 30 June 2014

(Reference: Paragraph 1.7.1; Page 9)

| Year | Up to 2009-10 | 2010-11 | 2011-12 | 2012-13 | 2013-14 | Total |
|--|------------------|---------|---------|---------|----------|---------------------|
| POLICE DEPARTMENT | | | | | | |
| No. of IRs | 53 | 27 | 28 | 36 | 46 | 190 |
| No. of paragraphs | 176 | 142 | 164 | 253 | 367 | 1102 |
| No. of IRs for which initial reply has not been received (no. of paragraphs) | 1 (5) | 3 (28) | 1 (13) | NIL | 8 (75) | 13 (121) |
| SCHEDULED TRIBE DEVELOPMENT DEPARTMENT | | | | | | |
| No. of IRs | 17 | 5 | 2 | 18 | 27 | 69 |
| No. of paragraphs | 68 | 24 | 20 | 118 | 128 | 358 |
| No. of IRs for which initial reply has not been received (no. of paragraphs) | 7 (23) | 2 (10) | 2 (20) | 9 (73) | 13 (103) | 33 (229) |
| HIGHER EDUCATION DEPARTMENT | | | | | | |
| No. of IRs | 38 | 8 | 13 | 16 | 7 | 82 |
| No. of paragraphs | 144 | 49 | 107 | 189 | 71 | 560 |
| No. of IRs for which initial reply has not been received (no. of paragraphs) | NIL | NIL | NIL | NIL | NIL | NIL |
| LOCAL SELF GOVERNMENT DEPARTMENT | | | | | | |
| No. of IRs | 34 | 5 | 5 | 1 | NIL | 45 |
| No. of paragraphs | 105 | 50 | 64 | 11 | NIL | 230 |
| No. of IRs for which initial reply has not been received (no. of paragraphs) | NIL | NIL | NIL | NIL | NIL | NIL |

Appendix 1.2

Details of Action Taken Notes pending as of September 2014

(Reference: Paragraph 1.7.3; Page 10)

| Sl. No. | Department | 2011-12 | 2012-13 | Total |
|----------------|---|----------------|----------------|--------------|
| 1 | General Education | 1 | 2 | 3 |
| 2 | Health & Family Welfare | | 3 | 3 |
| 3 | Home | | 1 | 1 |
| 4 | Labour and Skills | 1 | | 1 |
| 5 | Scheduled Castes/Scheduled Tribes Development | 1 | | 1 |
| 6 | Sports and Youth Affairs | | 1 | 1 |
| 7 | Water Resources | | 4 | 4 |
| | Total | 3 | 11 | 14 |

Appendix 1.3

Statement showing the details of paragraphs pending discussion by the
Public Accounts Committee as of September 2014

(Reference: Paragraph 1.7.4; Page 10)

| Sl. No. | Name of Department | 2011-12 | 2012-13 | Total |
|---------|---|----------|-----------|-----------|
| 1 | General Education | | 2 | 2 |
| 2 | Health and Family welfare | 2 | 3 | 5 |
| 3 | Home | | 1 | 1 |
| 4 | Labour and Skills | 2 | | 2 |
| 5 | Scheduled Castes/Scheduled Tribes Development | 1 | | 1 |
| 6 | Social Justice | 1 | | 1 |
| 7 | Sports and Youth Affairs | | 1 | 1 |
| 8 | Water Resources | | 4 | 4 |
| | Total | 6 | 11 | 17 |

Appendix 2.1

Details of samples of beneficiary survey

(Reference: Paragraph 2.5; Page 15)

a. CWSN Survey

| Sl. No. | Particulars | In State | Selected District/BRCs | Included in Beneficiary Survey |
|---------------------------|------------------------------------|---------------|------------------------|--------------------------------|
| 1 | No. of Districts | 14 | 5 | 5 |
| 2 | No. of BRCs | 168 | 21 | 21 |
| Categories of CWSN | | | | |
| 1 | No. of Visually Impaired | 79320 | 9880 | 467 |
| 2 | No. of Hearing Impaired | 13384 | 1894 | 115 |
| 3 | No. of Speech Impairment | 8873 | 895 | - |
| 4 | No. of Orthopedically Impaired | 10622 | 1229 | - |
| 5 | No. of Cerebral Palsy | 7401 | 470 | - |
| 6 | No. of Mentally Retarded | 28451 | 4213 | - |
| 7 | No. of Learning Disability | 19541 | 3990 | 210 |
| 8 | No. of Multiple Disability | 8593 | 769 | - |
| 9 | No. of Autism Spectrum Disorder | 2016 | 310 | - |
| | Total No. of CWSN (2013-14) | 178201 | 23650 | 792 |

b. OOSC Survey

| District | No. of OOSC surveyed |
|--------------------|----------------------|
| Thiruvananthapuram | 18 |
| Pathanamthitta | 3 |
| Ernakulam | 10 |
| Thrissur | 15 |
| Kasaragod | 27 |
| Wayanad | 55 |
| Total | 128 |

Appendix 2.2

Table showing number of CWSN in each category and RTs deployed

(Reference: Paragraph 2.7.2.5; Page 21)

| Sl. No. | BRC | VI & Blind | | HI & SI | | LI | | MR | | LD | | CP | | Autism | | MD | | Total No. of CWSN | Total No. of RTs |
|--------------|----------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------|------------|-------------------|------------------|
| | | No. of CWSN | No. of RTs | No. of CWSN | No. of RTs | No. of CWSN | No. of RTs | No. of CWSN | No. of RTs | No. of CWSN | No. of RTs | No. of CWSN | No. of RTs | No. of CWSN | No. of RTs | No. of CWSN | No. of RTs | | |
| 1 | Kattakkada | 972 | 0 | 143 | 7 | 88 | 0 | 257 | 6 | 49 | 0 | 42 | 0 | 22 | 0 | 12 | 0 | 1585 | 13 |
| 2 | Palode | 324 | 2 | 174 | 0 | 74 | 0 | 226 | 9 | 191 | 0 | 4 | 0 | 6 | 0 | 38 | 0 | 1037 | 11 |
| 3 | Parassala | 712 | 0 | 94 | 3 | 68 | 0 | 199 | 7 | 4 | 0 | 12 | 0 | 9 | 0 | 24 | 1 | 1122 | 11 |
| 4 | Kaniyapuram | 477 | 0 | 104 | 2 | 48 | 0 | 346 | 7 | 31 | 0 | 14 | 0 | 12 | 0 | 83 | 0 | 1115 | 9 |
| 5 | Thiruvalla | 333 | 0 | 150 | 0 | 22 | 0 | 129 | 3 | 304 | 0 | 0 | 0 | 3 | 0 | 24 | 2 | 965 | 5 |
| 6 | Konni | 200 | 0 | 45 | 1 | 26 | 0 | 172 | 4 | 102 | 0 | 10 | 0 | 5 | 0 | 4 | 1 | 564 | 6 |
| 7 | Adoor | 556 | 0 | 174 | 1 | 27 | 0 | 190 | 5 | 188 | 0 | 20 | 0 | 13 | 0 | 33 | 3 | 1201 | 9 |
| 8 | Kothamangalam | 402 | 0 | 162 | 3 | 93 | 0 | 294 | 12 | 328 | 0 | 48 | 0 | 22 | 0 | 104 | 0 | 1453 | 15 |
| 9 | Mattancherry | 423 | 0 | 266 | 1 | 90 | 0 | 371 | 4 | 590 | 0 | 87 | 5 | 33 | 0 | 20 | 0 | 1880 | 10 |
| 10 | Ernakulam | 273 | 0 | 116 | 0 | 56 | 0 | 275 | 10 | 430 | 0 | 55 | 3 | 59 | 0 | 33 | 0 | 1297 | 13 |
| 11 | Muvattupuzha | 165 | 0 | 131 | 0 | 26 | 0 | 343 | 5 | 192 | 0 | 13 | 0 | 5 | 0 | 6 | 0 | 881 | 5 |
| 12 | N Paravur | 220 | 1 | 54 | 1 | 78 | 0 | 129 | 8 | 124 | 0 | 34 | 3 | 21 | 0 | 18 | 0 | 678 | 13 |
| 13 | Wadakkancherry | 644 | 0 | 135 | 0 | 66 | 0 | 137 | 10 | 228 | 0 | 15 | 0 | 5 | 0 | 23 | 0 | 1253 | 10 |
| 14 | Mathilakam | 424 | 1 | 117 | 0 | 55 | 0 | 122 | 5 | 176 | 0 | 22 | 0 | 47 | 0 | 29 | 0 | 992 | 6 |
| 15 | Chavakkad | 834 | 1 | 154 | 0 | 56 | 0 | 131 | 9 | 165 | 0 | 8 | 0 | 10 | 0 | 11 | 0 | 1369 | 10 |
| 16 | Mullasserry | 275 | 0 | 59 | 0 | 31 | 0 | 43 | 5 | 55 | 0 | 0 | 0 | 2 | 0 | 13 | 0 | 478 | 5 |
| 17 | Kodakara | 731 | 0 | 125 | 0 | 69 | 0 | 194 | 10 | 245 | 0 | 22 | 0 | 23 | 0 | 56 | 0 | 1465 | 10 |
| 18 | Anthikkad | 497 | 2 | 48 | 1 | 16 | 0 | 41 | 5 | 155 | 0 | 8 | 0 | 6 | 0 | 29 | 0 | 800 | 8 |
| 19 | Bekel | 540 | 2 | 163 | 0 | 88 | 0 | 195 | 5 | 115 | 0 | 25 | 0 | 2 | 0 | 132 | 0 | 1260 | 7 |
| 20 | Kasaragod | 547 | 0 | 250 | 0 | 103 | 0 | 283 | 6 | 220 | 0 | 16 | 0 | 2 | 0 | 59 | 0 | 1480 | 6 |
| 21 | Chittarikkal | 331 | 0 | 125 | 0 | 49 | 0 | 136 | 7 | 98 | 0 | 15 | 0 | 3 | 0 | 18 | 0 | 775 | 7 |
| Total | | 9880 | 9 | 2789 | 20 | 1229 | 0 | 4213 | 142 | 3990 | 0 | 470 | 11 | 310 | 0 | 769 | 7 | 23650 | 189 |

VI - Visual Impairment (Low vision)

HI - Hearing Impairment

SI - Speech Impairment

MR - Mental Retardation

LI - Locomotor Impairment

LD - Learning Disability

CP - Cerebral Palsy

MD - Multiple Disability

No. RTs having Degree in Special Education 18

No. RTs having Diploma in Special Education 171*

Total 189

* includes 7 RTs having Diploma in Community Based Rehabilitation (DCBR)

Appendix 3.1

List of institutions selected

(Reference: Paragraph 3.5; Page 38)

| Type of Ayurveda institution | | No. of institution available in five selected districts | Number audited | Percentage audited | No. of patients surveyed |
|---|-------------------------|---|---|--------------------|--------------------------|
| Ayurveda colleges | Government | 1 | 1 | 100 | Nil |
| | Government Aided | 2 | 2 | | |
| Government Ayurveda hospitals including five speciality hospitals | | 56 | 14 (including four speciality hospitals) | 25 | 242 |
| Ayurveda dispensaries | Government dispensaries | 355 | 36 | 10 | 416 |
| | NRHM dispensaries | 75 | 6 | | |
| | Sub-centres | 8 | 2 | | |

Appendix 3.2

Deficiencies in buildings, basic amenities, furniture and equipment

(Reference: Paragraph 3.7.4; Page 41)

| Sl. No. | Deficiencies | Institution-wise details of deficiencies |
|---------|---|--|
| 1 | Remoteness of location | <i>DAH Valavannur</i> is situated in a hilly area, one kilometre away from main road and 25 kms from district headquarters. <i>GAD Irunilamcode, GAD Edakkara</i> |
| 2 | Lack of sign boards/name board | <i>GAD Harippad, NRHM Ayurveda Dispensary (NRHM AD) Tholikode, GAD Poojappura, GAD Karumady, GAD Thalavady, GAD Puzhakkal, GAD Purakkad and GAD Chettivilakom</i> |
| 3 | Buildings | |
| | a) Unsafe building | <i>GAH Irinjalakkuda</i> - Wards, two treatment rooms, a consultation room, a nursing room and eight paywards are functioning in a building declared as unsafe by PWD. <i>RVDAH Thrissur</i> - Sports unit ward is functioning in the 3 rd floor of a building, for which occupancy certificate is pending from LSGD. |
| | b) Old/dilapidated building | <i>GAD Kanjiramkulam, RVDAH Thrissur GAD Thalavady, GAD Pullu and NRHM AD Punnapra</i> |
| | c) Leaking buildings | <i>DAH Valavannur, GAD Kanjiramkulam, GAD Melatur, GAD Vengara and NRHM AD Morayur</i> - leaking buildings <i>DAH Alappuzha</i> - Minor sutures were performed in the leaking room, walls of which found damp. <i>Government Panchakarma hospital, Alappuzha and GAH Thiruvalli</i> - Wards were leaking <i>GAD Haripad</i> - cartons of medicines were found wet and instances of medicines damaging were noticed. |
| | d) Non-utilisation/ non-completion of buildings | <i>GAH Thiruvalli</i> - Two storied building constructed at a cost of ₹40 lakh inaugurated in March 2014 was not put to use. <i>GARIM Kottakkal</i> - Construction of deluxe pay wards, isolation wards, staff quarters were not completed. |
| | e) Lack of space for therapy/ward | <i>Government Panchakarma hospital, Alappuzha</i> , the only Panchakarma speciality hospital under DISM, did not have any separate room for therapy. Space for therapy was provided by placing a partition in the corridor. Due to lack of space, cots were provided in verandah. |

| Sl. No. | Deficiencies | Institution-wise details of deficiencies |
|---------|-------------------------------------|--|
| | f) Lack of ramp or lift | <i>DAH Alappuzha, GAH Punnapra, Government Ayurveda Marma Hospital, Kanjiramkulam</i> housed in two storey buildings without ramp or lift causing inconvenience to old/ailing patients. <i>GAD Choonda, GAD Pullu, GAH Thiruvalli GAD Melattur, NRHM AD Morayur.</i> |
| | g) Defective/ inadequate cots/ beds | <i>DAH Alappuzha and GAPH Alappuzha - Rusting cots and worn out beds. GAH Nedumangad and RVDAH Thrissur - Cots provided in Sports units were of the size as that in general ward, causing inconvenience to patients. CMO RVDAH Thrissur, stated that cots for sports-personnel should be of 7 feet length.</i> |
| | h) Space constraints | <i>GAH Punnapra, DAH Thiruvalli, GAH Guruvayoor, GAH Irinjalakkuda GAPH Alappuzha, GAD Poojappura, GAD Kanjiramkulam, GAD Karumady, GAD Choondal, GAD Kolazhy, Subcentre at Mulanjur, GAH Palode, GAD Malayinkeezh, NRHM AD Velur, NRHM AD Morayur</i> |
| 4 | Basic amenities | |
| | a) Lack of Toilet facilities | <i>GAD Choondal, GAD Poojappura, GAD Malayinkeezhu, GAD Melatur, GAD Mundathicode, GAD Purakkad, GAD Pullu GAD Thalavady, GAD Puzhakkal, GAD Kolazhy GAD Chettivilakom, GAD Nemom, GAD Karumady NRHM AD Othukungal</i> |
| | b) Lack of Drinking water facility | <i>GAD Kanjiramkulam, GAD Thalavady, GAD Kolazhy, GAD Puzhakkal, GAD Mundathikode, GAD Melatur, NRHM AD Othukungal, GAD Purakkad GAD Malayinkeezhu, GAD Poojappura, GAD Pullu, GAD Nemom, GAD Karumady GAD Karuvarakundu, GAD Irunilamkode</i> |
| | c) Lack of Electricity connection | <i>NRHM AD Tholicode NRHM AD Othukungal</i> |
| | d) Lack of Water connection | <i>NRHM AD Tholicode and GAD Thalavady</i> |
| 5 | Lack of laboratory facilities | <i>GAH Nedumangad - Laboratory not started despite availability of equipment. DAH Alappuzha - Semi auto analyser is not functioning RVDAH Thrissur - The lab was not equipped with a microscope and hence, microscopic examinations were not conducted.</i> |

| Sl. No. | Deficiencies | Institution-wise details of deficiencies |
|---------|------------------------------|--|
| 6 | X-ray machine not put to use | <i>GAMH, Kanjiramkulam</i> - X ray Machine (30KW) not installed as room was not constructed. <i>GAH Palakkad</i> - X-ray machine supplied in 2009-10 not functioning. |

Appendix 3.3

Non-availability/non-functioning/shortage of common equipment

(Reference: Paragraph 3.7.4; Page 41)

| Sl. No. | Name of Hospitals/Dispensaries | Number of items not Available | Items not working | Shortage | List of the 39 equipment essentially required in Health care institutions |
|---------|-----------------------------------|-------------------------------|-------------------|----------|---|
| | THIRUVANANTHAPURAM | | | | |
| 1 | GAH Nedumangad | 25 | 0 | 25 | (1) Weighing Machine (2) Stethoscope (3) Solar light (4) Solar water heater (5) Water Pump (6) Vacuum Cleaner (7) B. P Apparatus (8) Wheel Chair (9) Steel Utensils (10) Medicine Trolley (11) Scissors, forceps, etc. (12) Sterilizer (13) Stove (14) Water Purifier (15) Traction Set (manual) (16) Induction cooker (17) Separation Screen (18) ENT Set (19) Examination Table (20) X-ray viewer (21) Paathi (fibre) (22) Dhara stand (metal) (23) Steam Generator (24) Doctor's Chair (25) Table (Wood) (26) Almirah (metal) (27) Cot (teak wood) (28) Bed (29) Spinal bath (30) Medicine Rack (31) Chair (32) Torch (33) Thermo-meter (34) Tongue depressor (35) Kharala (36) Hammer (37) Doctor's Table (38) Patient's Stool (39) Foot Step |
| 2 | Marma Hospital Kanjiramkulam | 15 | 0 | 15 | |
| 3 | GAD Kanjiramkulam | 30 | 1 | 31 | |
| 4 | GAD Kalady | 20 | 2 | 22 | |
| 5 | GAD Karakulam | 23 | 0 | 23 | |
| 6 | NRHM AD Tholicode | 30 | 0 | 30 | |
| | ALAPPUZHA | | | | |
| 7 | GAD Purakkad | 28 | 1 | 29 | |
| 8 | GAD Muhamma | 21 | 0 | 21 | |
| 9 | GAD Thalavady | 25 | 0 | 25 | |
| 10 | GAD Karumady | 29 | 1 | 30 | |
| | THRISSUR | | | | |
| 11 | GAH Irinjalakuda | 9 | 0 | 9 | |
| 12 | RVDAH Thrissur | 7 | 0 | 7 | |
| 13 | Vish Vydy Hospital, Wadakkanchery | 12 | 3 | 15 | |
| 14 | GAD Choondal | 28 | 0 | 28 | |
| 15 | GAD Irunilamkode | 26 | 0 | 26 | |
| 16 | GAD Kandassamkadavu | 29 | 0 | 29 | |
| 17 | GAD Mundur | 28 | 0 | 28 | |
| 18 | GAD Pullu | 24 | 0 | 24 | |
| 19 | GAD Kolazhy | 24 | 0 | 24 | |
| 20 | GAD Puzhakkal | 28 | 1 | 29 | |
| 21 | GAD Mundathikode | 26 | 0 | 26 | |
| 22 | NRHM AD Velur | 23 | 0 | 23 | |
| | PALAKKAD | | | | |
| 23 | GAH Palakkad | 9 | 3 | 12 | |
| 24 | GAD Akathethara | 27 | 1 | 28 | |
| 25 | GAD Malampuzha | 27 | 0 | 27 | |
| 26 | GAD Pudupariyaram | 25 | 0 | 25 | |

| Sl. No. | Name of Hospitals/Dispensaries | Number of items not Available | Items not working | Shortage | List of the 39 equipment essentially required in Health care institutions |
|---------|--------------------------------|-------------------------------|-------------------|----------|---|
| 27 | GAD Nallepully | 23 | 0 | 23 | |
| 28 | GAD Kuzhalmannom | 25 | 0 | 25 | |
| 29 | GAD Pirayiri | 27 | 1 | 28 | |
| 30 | GAD Peruvemba | 25 | 0 | 25 | |
| 31 | GAD Kodumbu | 27 | 0 | 27 | |
| 32 | NRHM AD Parli | 29 | 0 | 29 | |
| 33 | Sub Centre Mulanjur | 29 | 0 | 29 | |
| | MALAPPURAM | | | | |
| 34 | DAH Valavanur | 11 | 0 | 11 | |
| 35 | GAH Thiruvalli | 13 | 0 | 13 | |
| 36 | GAD Vengara | 21 | 0 | 21 | |
| 37 | GAD Anakkaym | 28 | 0 | 28 | |
| 38 | GAD Edakkara | 23 | 0 | 23 | |
| 39 | GAD Karuvarakundu | 29 | 1 | 30 | |
| 40 | GAD Valluvambram | 29 | 0 | 29 | |
| 41 | GAD Melatur | 31 | 0 | 31 | |
| 42 | NRHM AD Morayur | 24 | 1 | 25 | |
| 43 | NRHM AD Othukkangal | 23 | 1 | 24 | |

Appendix 3.4

Bed occupancy in the hospitals

(Reference: Paragraph 3.8.1; Page 43)

| Sl. No. | Name of Institution | Sanctioned | Available | Average occupancy | Per cent of available against sanctioned | Per cent of occupancy against available |
|---------|---|------------|-----------|-------------------|--|---|
| 1 | DAH Malappuram at Valavannur, Malappuram District | 50 | 40 | 20 | 80 | 50 |
| 2 | GAH Thiruvalli, Malappuram District | 10 | 10 | 6 | 100 | 60 |
| 3 | GAH Palode, Thiruvananthapuram District | 10 | 10 | 10 | 100 | 100 |
| 4 | GAH Nedumangad, Thiruvananthapuram District | 25 | 60 | 33 | 240 | 55 |
| 5 | GAMH Kanjiramkulam, Thiruvananthapuram District | 10 | 45 | 45 | 450 | 100 |
| 6 | GAH Palakkad | 50 | 50 | 34 | 100 | 68 |
| 7 | DAH Alappuzha, Alappuzha District | 50 | 50 | 41 | 100 | 82 |
| 8 | GAH Punnapra, Alappuzha District | 30 | 15 | 5 | 50 | 33 |
| 9 | Panchakarma Hospital, Alappuzha, Alappuzha District | 20 | 20 | 18 | 100 | 90 |
| 10 | RVDAH Thrissur, Thrissur District | 56 | 74 | 50 | 132 | 68 |
| 11 | GAH Guruvayur, Thrissur District | 30 | 30 | 30 | 100 | 100 |
| 12 | GAH Irinjalakuda, Thrissur District | 30 | 26 | 18 | 87 | 69 |
| 13 | GVVH Wadakkanchery, Thrissur District | 4 | 4 | 5 | 100 | 125 |
| 14 | GARIM Kottakkal | 50 | 40 | 30 | 80 | 75 |

Appendix 3.5

Analysis of sanctioned staff strength with reference to average bed occupancy in test checked hospitals

(Reference: Paragraph 3.8.2; Page 43)

| Name of institution | Average occupancy | Medical Officers | | | | Pharmacist | | | Nurses | | |
|---------------------------------|-------------------|---------------------------------------|-------------------|------------|--|---------------------------------------|-------------------|------------------------|---------------------------------------|-------------------|------------------------|
| | | Requirement against average occupancy | Number sanctioned | | Shortage(+)/excess (-) in General category | Requirement against average occupancy | Number sanctioned | Shortage(+)/excess (-) | Requirement against average occupancy | Number sanctioned | Shortage(+)/excess (-) |
| | | | General category | Speciality | | | | | | | |
| THIRUVANANTHAPURAM | | | | | | | | | | | |
| GAH Palode | 10 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 2 | 2 | 0 |
| GAH Nedumangad | 33 | 3 | 2 | 2 | 1 | 2 | 1 | 1 | 5 | 2 | 3 |
| GAMH Kanjiramkulam | 45 | 3 | 2 | 0 | 1 | 2 | 1 | 1 | 5 | 2 | 3 |
| ALAPPUZHA | | | | | | | | | | | |
| DAH Alappuzha | 41 | 3 | 4 | 1 | -1 | 2 | 2 | 0 | 5 | 8 | -3 |
| GAH Punnapra | 5 | 1 | 2 | 0 | -1 | 1 | 1 | 0 | 2 | 3 | -1 |
| Panchakarma Hospital, Alappuzha | 18 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 2 | 2 | 0 |
| THRISSUR | | | | | | | | | | | |
| RVDAH Thrissur | 50 | 3 | 4 | 3 | -1 | 2 | 2 | 0 | 8 | 7 | 1 |
| GAH Guruvayur | 30 | 3 | 3 | 0 | 0 | 2 | 2 | 0 | 5 | 5 | 0 |
| GAH Irinjalakuda | 18 | 1 | 3 | 1 | -2 | 1 | 2 | -1 | 2 | 4 | -2 |
| GVVH Wadakanchery | 5 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 2 | 0 | 2 |
| PALAKKAD | | | | | | | | | | | |
| DAH Palakkad | 34 | 3 | 4 | 2 | -1 | 2 | 2 | 0 | 5 | 8 | -3 |
| MALAPPURAM | | | | | | | | | | | |
| DAH Valavannur | 20 | 3 | 2 | 0 | 1 | 1 | 2 | -1 | 3 | 6 | -3 |
| GAH Thiruvalli | 6 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 2 | 2 | 0 |

Note: GARIM Kottakkal has not been reckoned since it is a research institution with different parameters

Appendix 4.1

FRIENDS Beneficiary Survey Questionnaire

(Reference: Paragraph 4.7; Page 69)

Name :
 Sex and age : Male/Female 18-30/30-60/>60
 Address/District :

| Sl. No. | Questions | Answers |
|---------|--|---|
| 1 | How often do you visit FRIENDS centre? | Twice a month or more Once a month Once in two months Once in three months or less |
| 2 | Generally how much time are you required to wait before the service is delivered to you? | Less than 5 minutes 5 to 15 minutes 15 to 30 minutes More than 30 minutes |
| 3 | Were there occasions you had to return without remitting bills because of long queue/network connectivity problems at centre? If so the range of delay: | Never Delay of 10 minutes or less per transaction Delay of 10 to 60 minutes per transaction Unavailability of connectivity for hours |
| 4 | Were there occasions when you went for remitting a bill, you were informed that the bill could not be remitted since the bill details were not available in the system and requested you to visit again later? | Never 3 times or less in a year 3 to 6 times a year More than 6 times a year |
| 5 | If the answer to the above question number 4 is affirmative, generally which are such bills? | KSEB BSNL Both KSEB & BSNL Others |
| 6 | Were there occasions when you remitted a bill at FRIENDS centre and the Department/Board levied fine on the ground that the receipt amount reached them late? | Never Once Twice More than twice |
| 7 | Have you come across errors in the receipt? | Never Once Twice More than twice |
| 8 | Do you have an internet connection at home? | Yes No |
| 9 | Will you prefer a facility for remitting utility bills through internet utilising net banking/credit card/debit card to the existing system of remitting cash at FRIENDS Centres? | Yes No |
| 10 | How do you rate the behaviour of counter staff? | Highly pleasing Pleasing Indifferent Rude |
| 11 | How do you rate the overall services delivered by FRIENDS | Very good Good Satisfactory Not satisfactory |

Signature of Beneficiary

Appendix 4.2
Result of Beneficiary Survey
(Reference: Paragraph 4.7; Page 69)

| Sl. No. | Description | Result |
|---------|---|--|
| 1 | Number of participants | 500 (100 each from Thiruvananthapuram, Ernakulam, Malappuram, Kozhikode and Kannur districts). |
| 2 | Districts surveyed | Thiruvananthapuram, Ernakulam, Malappuram, Kozhikode and Kannur |
| 3 | Representation of Male & Female | Male constituted 75 per cent and female were 25 per cent |
| 4 | Age class | The majority surveyed (55 per cent) was in the age group of 30 – 60. Senior citizens (Above 60 years) were 27 per cent and the remaining 18 per cent constituted the age group of 18 – 30. |
| 5 | Frequency of visiting FRIENDS | While 37 per cent visit FRIENDS Centres twice a month or more, 30 per cent visit once a month, 25 per cent visit once in two months and 8 per cent visit only four times a year or less. |
| 6 | Waiting time for service delivery | 22 per cent people were of the opinion that they needed to wait only for 5 minutes or less. 14 per cent stated they had to wait upto 15 minutes. While 59 per cent stated they had to wait upto 30 minutes. The remaining 5 per cent had to wait above 30 minutes. |
| 7 | Network delay | 16 per cent of the people were of the opinion that they did not face delay for remitting bills. The remaining 84 per cent experienced delay and had to return without remitting bills due to unavailability of connectivity. |
| 8 | Want of timely updating of billing data by participating agencies | 73 per cent experienced absence of billing details in the system. Of the above, 89 per cent had problems with KSEB bills, 3 per cent with BSNL, 3 per cent with both KSEB and BSNL and 5 per cent had problem with other bills (Water bills). |
| 9 | Levying of penalty from consumers for late transfer of collection details to the respective agencies. | 7 per cent had problems caused by delay in furnishing collection particulars by FRIENDS. |
| 10 | Errors in receipts | Only 3 per cent reported errors in receipts issued. |
| 11 | Home internet facility | 48 per cent of the people surveyed had internet connectivity at home. |
| 12 | Provision for payment through the internet | While 14 per cent welcomed provision for payment through internet, 86 per cent wanted services through FRIENDS Centres. |
| 13 | Behaviour of counter staff | 99 per cent rated the behaviour of counter staff as highly pleasing or pleasing. |
| 14 | Overall services by FRIENDS | 68 per cent rated the overall services as very good or good. |

Appendix 4.3

Details of variations in the average transactions per Centre per shift

(Reference: Paragraph 4.10.3; Page 76)

| Sl. No. | FRIENDS Centres | Average No. of bills processed per Centre per shift | No. of existing Counters | Average No. of bills processed by the person, whose contribution was the lowest | Average No. of bills processed by the person, whose contribution was the highest |
|---------|--------------------|---|--------------------------|---|--|
| 1 | Thiruvananthapuram | 753 | 13 | 53 | 131 |
| 2 | Kollam | 222 | 4 | 44 | 100 |
| 3 | Pathanamthitta | 162 | 6 | 14 | 52 |
| 4 | Alappuza | 183 | 7 | 24 | 64 |
| 5 | Kottayam | 177 | 4 | 22 | 73 |
| 6 | Idukki | 53 | 2 | 22 | 30 |
| 7 | Ernakulam | 445 | 6 | 37 | 136 |
| 8 | Thrissur | 379 | 6 | 64 | 98 |
| 9 | Palakkad | 347 | 7 | 20 | 76 |
| 10 | Malappuram | 245 | 6 | 39 | 80 |
| 11 | Kozhikode | 377 | 5 | 61 | 120 |
| 12 | Waynad | 47 | 3 | 14 | 29 |
| 13 | Kannur | 239 | 6 | 23 | 71 |
| 14 | Kasaragod | 191 | 4 | 35 | 71 |

Appendix 5.1

List of selected empanelled hospitals

(Reference: Paragraph 5.3.1; Page 105)

| Sl. No. | Name of the hospital |
|----------------|---|
| 1 | Medical College, Thiruvananthapuram |
| 2 | SAT Hospital, Thiruvananthapuram |
| 3 | General Hospital, Thiruvananthapuram |
| 4 | Women and Children Hospital, Thiruvananthapuram |
| 5 | Taluk Headquarters Hospital, Chirayinkeezhu |
| 6 | Government Hospital, Palode |
| 7 | CHC, Vellarada |
| 8 | CHC, Kallara |
| 9 | District Hospital, Idukki |
| 10 | Taluk Headquarters Hospital, Adimali |
| 11 | PHC, Kattapana |
| 12 | Medical College, Kozhikode |
| 13 | General Hospital, Kozhikode |
| 14 | General Hospital, Koyilandi |
| 15 | CHC, Perambra |
| 16 | CHC, Koduvally |
| 17 | General Hospital, Kalpetta |
| 18 | Taluk Headquarters Hospital, Vythiri |
| 19 | District Hospital, Mananthavadi |
| 20 | Taluk Headquarters Hospital, Sulthan Batheri |
| 21 | CHC, Meenangadi |

Appendix 5.2

Consolidated Statement: Penalty for Non-installation of Time of Day meter for the period 2010-11 to 2013-14¹³⁸

(Reference: Paragraph 5.7; Page 121)

| Sl. No. | Consumer No | Departments | Financial year | | | | Total (in ₹) |
|---|---------------|----------------------------------|---|---------|---------|---------|-----------------|
| | | | Penalty Amount collected by KSEB (in ₹) | | | | |
| | | | 2010-11 | 2011-12 | 2012-13 | 2013-14 | |
| HEALTH AND FAMILY WELFARE DEPARTMENT | | | | | | | |
| 1 | 1345170000605 | GOVT. MEDICAL COLLEGE, TVPM | 893770 | 885163 | 983648 | 1040351 | 3802932 |
| 2 | 1345170001466 | GOVT. MEDICAL COLLEGE, TVPM | 1279753 | 1303766 | 2118346 | 1781356 | 6483221 |
| 3 | 1345170001460 | GOVT. MEDICAL COLLEGE, TVPM | 1058153 | 1083138 | 637627 | 445313 | 3224231 |
| 4 | 1345170001462 | GOVT. MEDICAL COLLEGE, TVPM | 1068489 | 1095671 | 1986707 | 1601897 | 5752764 |
| 5 | 1366050004059 | GOVT. MEDICAL COLLEGE, KOZHIKODE | 341904 | 308543 | 378295 | 420004 | 1448746 |
| 6 | 1365950001731 | GOVT. MEDICAL COLLEGE, KOZHIKODE | 101700 | 101700 | 114460 | 118980 | 436840 |
| 7 | 1365950001732 | GOVT. MEDICAL COLLEGE, KOZHIKODE | 184679 | 217976 | 254062 | 308611 | 965328 |
| 8 | 1365950001734 | GOVT. MEDICAL COLLEGE, KOZHIKODE | 164366 | 168680 | 184159 | 228018 | 745223 |
| 9 | 1365950001726 | GOVT. MEDICAL COLLEGE, KOZHIKODE | 283852 | 421369 | 546576 | 627304 | 1879101 |
| 10 | 1355270001342 | LEPROSY SANATORIUM, NOORANAD | 314968 | 303868 | 375623 | 406731 | 1401190 |
| TOTAL | | | | | | | 26139576 |
| HIGHER EDUCATION DEPARTMENT | | | | | | | |
| 11 | 1355730000442 | GOVT. POLYTECHNIC, KALAMASSERY | 88792 | 114197 | 178871 | 171514 | 553374 |
| 12 | 1366040000621 | GOVT. POLYTECHNIC, KOZHIKKODE | 59163 | 63848 | 76465 | 94112 | 293588 |
| 13 | 1365350003268 | GOVERNMENT PRESS, SHORNUR | 166886 | 146297 | 185034 | 124326 | 622543 |
| TOTAL | | | | | | | 1469505 |
| LABOUR AND SKILLS DEPARTMENT | | | | | | | |
| 14 | 1365320001274 | GOVT. ITI MALAMPUZHA | 54067 | 45963 | 44163 | 47452 | 191645 |
| 15 | 1355330004124 | GOVT. ITI CHENGANNUR | 34200 | 34277 | 49634 | 51998 | 170109 |
| 16 | 1355730000570 | GOVERNMENT ITI, KALAMASERRY | 74375 | 73698 | 96471 | 110947 | 355491 |
| 17 | 1345640003140 | ITI CHANDANATHOPE | 57733 | 55452 | 60269 | 65324 | 238778 |
| TOTAL | | | | | | | 956023 |
| GRAND TOTAL | | | | | | | 28565104 |

¹³⁸ For consumers mentioned in Sl. No. 2, 3 and 4 the payment of penalty is up to November 2013