



REPORT ON UTTAR APP Rating

REVIEW CYCLE: 26/09/2020 to 25/03/2021 (RATING CYCLE: From 26/09/2020 to 25/03/2021)

A. FACTS AND FIGURES AT A GLANCE

Category of RHs who Filled Utthan APP	Members	Done	Not Done
Utthan	20	20	0
Bijoyini	106	86	20
Peer Leader (Survivors not in a collective like Utthan or Bijoyini)	55	20	35
Total	181	126	55

1. Names of most efficient survivors in using the APP

[Redacted names]

2. Names of least efficient survivors in using the APP

[Redacted names]

Please refer to Annexures 1, 2 and 3 for details on RHs who filled the APP Ratings, who didn't and training etc.

OPPO F11

How many total entries in uttar app ?
1311 12:38 ✓

And how many survivors have rated?
126 12:38 ✓

So 126 survivors out of 180 in the MIS...is that correct?
Out of 181, so 55 haven't given their ratings 12:40 ✓

So approx 70% survivors have rated 👍 12:42

11:51 94 100 100

Alert

Survivor Rating APP

Uttar APP Interfaces

B. RH RATING OF DUTY BEARERS USING APP

Using UTTAR APP; Govt. Officers are evaluated- on a 1 to 10 scale, by Survivors who rate officers so approached during one intervening period-known as the Rating cycle. Survivors attribute these ratings based on the said officers' service giving attitude as perceived by survivors. The graph (**Figure C-1.0**) shows average score of Duty Bearers, as rated by survivors, across different administrative levels.

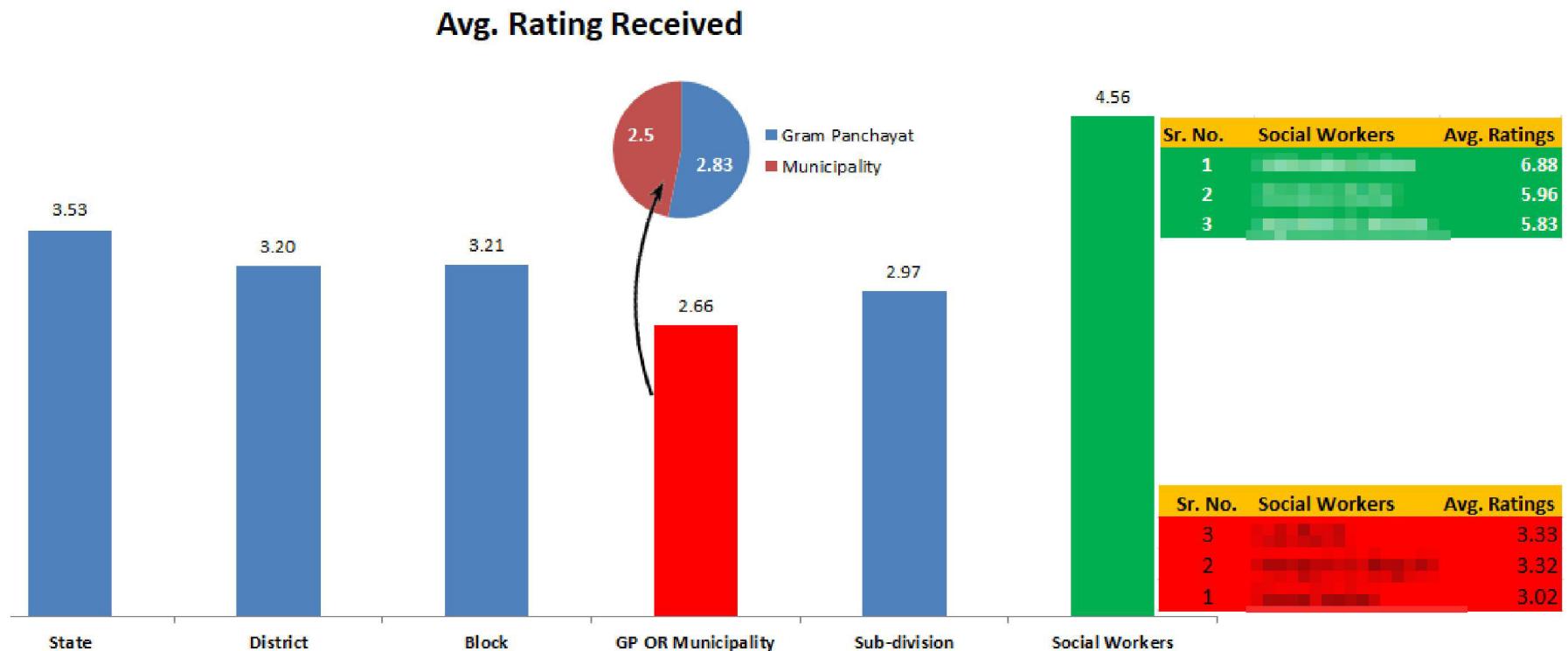
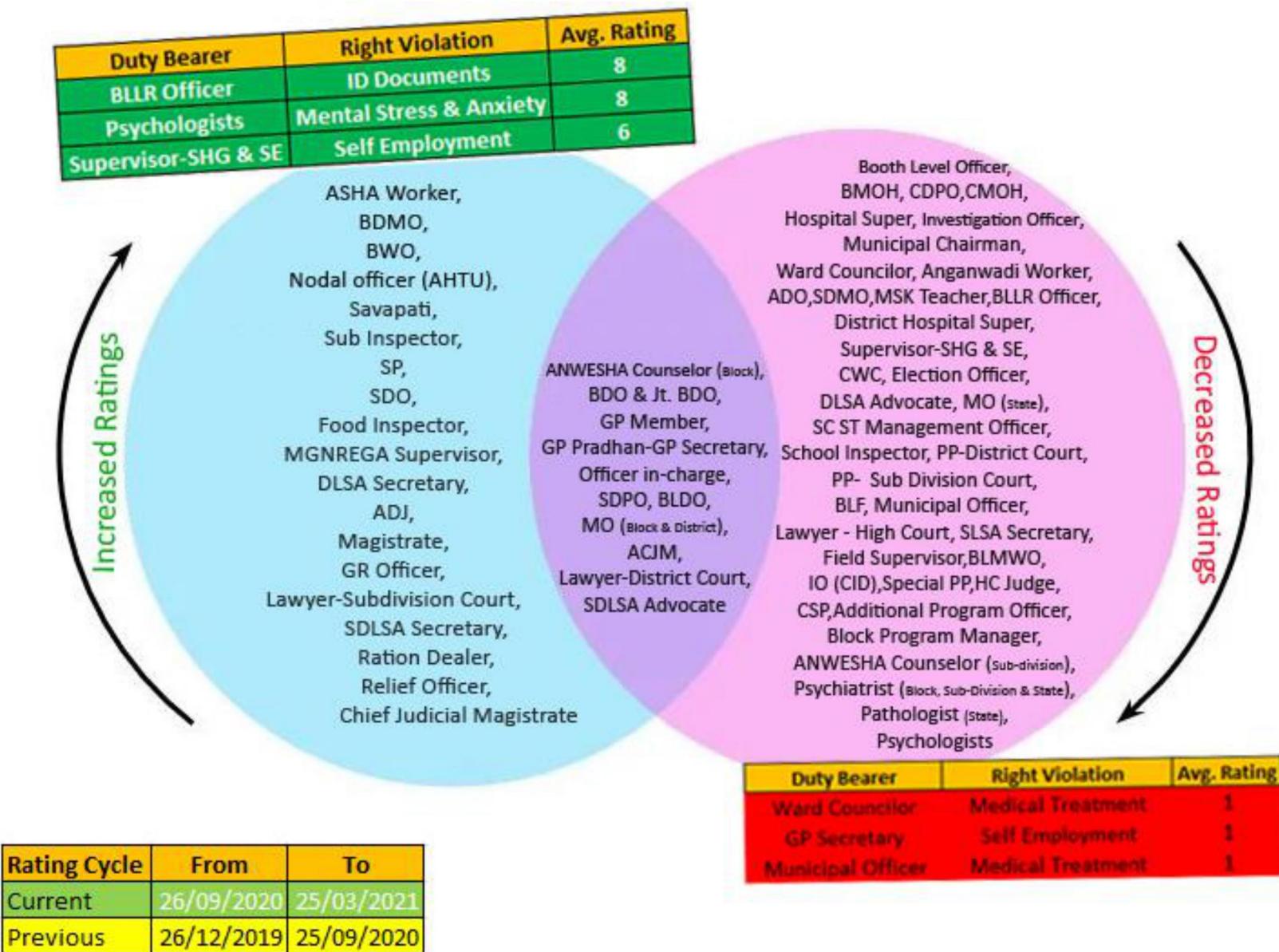


Figure C 1.0

It shows that mostly- all duty bearers including Social workers have fared below average (5 being average score)

This graph also includes the average ratings as given to Social workers, as Social workers are also duty bearers at organization level although not govt. *officers*.

C. COMPARATIVE AVERAGE RATINGS OF DUTY BEARERS BY SURVIVORS BETWEEN PREVIOUS AND CURRENT RATING CYCLE



D. COMPARISON OF AVERAGE RATINGS GIVEN TO DIFFERENT RIGHT VIOLATIONS BY SURVIVORS

 ID Documents 4 Block, District, Gram Panchayat, Sub-Division	 Clothes 4 Block	 Food & Nutrition 4 Block, Gram Panchayat, Municipality
 Self Employment 4 Block, District, Gram Panchayat	 Education 4 Block, Gram Panchayat	 Stigmatization 4 Gram Panchayat
 LPG Connection	 Sanitation 3 Block, Gram Panchayat	 House 3.5 Block, Gram Panchayat, Municipality
 Medical Treatment 3 Block, District, Gram Panchayat, Municipality, State	 Mental Stress & Anxiety 4 Block, State, Sub-Division	 Legal Support 4 Block, District, State, Sub-Division
 Family Abuse	 Electricity Connection	 Potable Water 3 Gram Panchayat

3 highest Service satisfaction Ratings Received:

Right Violation	Avg. Rating
Food & Nutrition	4.48
Mental Stress & Anxiety	4.08
Clothes	4.01

3 Lowest Service satisfaction Ratings Received:

Right Violation	Avg. Rating
Medical Treatment	3.39
Potable Water	3
Sanitation	2.68

Note:

Ratings for all field visits to address different right violations- falls below average. (5 being average score). Since only govt. duty bearers can provide services- only govt. officers have been considered for the calculation. Social workers are not included since they can reach or help reach govt. Officers but are not empowered to give services themselves.

To illustrate the point above, Say for medical Treatment- during the last 6 months, Govt. Medical Officers of Block, District, State, Municipality and Gram Panchayat were approached on medical grounds. Depending on survivors' experiences in terms of ease of service access, officers are rated at 3 on an average, which is below average showing a general level of dissatisfaction by right holders in terms service access.

Annexure 1: AVERAGE RATING SCORES GIVEN TO GOVT. OFFICERS BY SURVIVORS ACROSS ADMINISTRATIVE LEVELS

Duty Bearers	Amdanga	Baduria	Bagdah	BLOCKS													
				Barasat		Basanti	Basirhat		Bongaon	Canning	Deganga	Gaighata	Hasnabad	Hingalganj	Rajarhat	Sandeshkhali	Swarupnagar
				I	II		I	II								I	
APO								3									
ADO																	1
ANWESHA Counselor						5	3			2							
BDMO	6				5		3	4	3					4		5	2
BDO	3	3	7	1	2	7	2	4	3	2	2	3	3	4	1	5	2
BLDO									3			1					
BLF								6					3				
BLR Officer													8				
BLMWO					1												
BPM							3										
BMOH	1	2					4	4									2
BWO																	1
Election Officer			1										3				
Food Inspector	4	2	7		5				4								
Hospital Super													2				
IO			1				4	3	5				3	2			
Jt. BDO																	2
Medical Officer		2					3	3					1			3	
MSK Teacher									5								
Officer in-charge	1						7		4				3	1			
Pathologist	3						3	3									
Psychiatrist	2						4										
Relief Officer		1							3								
Savapati					1						1						
School Inspector																2	
Sub Inspector							3				1						
Supervisor-SHG & SE													6				

Sr. No.	Duty Bearers	SUB-DIVISIONS											
		Baduria	Basanti	Basirhat		Bongaon	Canning I	Gaighata	Hasnabad	Hingalganj	Sandeshkhali		Swarupnagar
				I	II						I	II	
1	ACJM	2		4					3	1			1
2	ANWESHA Counselor		5				7						
3	GR Officer	2		4		3			2				1
4	Lawyer-Subdivision Court	2				4		3	3	2	5	4	2
5	Magistrate	1		2							5		1
6	PP- Sub Division Court										6		
7	Psychiatrist		1		4		5						
8	Psychologists		8										
9	SDLSA Advocate	6		3	1	3		3	2	1	4		3
10	SDLSA Secretary								2	1			
11	SDMO				3								
12	SDO					4	1						
13	SDPO						3						

GRAM PANCHAYAT	GP PRADHAN	GP SECRETARY	GP MEMBER	ANGANWADI WORKER	ASHA WORKER	BLO	CSP	MGNREGA SUPERVISOR	RATION DEALER
Aaturia	1					1			
Adhata									1
Akhaipur									4
Amjhara	2								5
Asharu								1	
Athar Banki		1							1
Begampur Bibipur			6						
Beraberia	2								
Bhebia	1								3
Bithari Hakimpur				2					2
Boyra			3						
Chakpatli					1	1			
Dharmmapukuriya							4		
Ghatbaor	2								
Gobindapur	1								
Gopalpur	1								
Gotra									2
Itinda Panitor						3			
Kachua	3			4	2	2			5
Kalinagar	1						6		
Nimdraria Kodalia		1							
Purba Malipota									5
Saherbkhali									2
Sangrampur									
Shibhati				3					
Sankchura Bagundi	2								
Shason									7
Sindrani	3								
Sutia Barasat	1		1						1

Sr. No.	Municipality Duty Bearers	Barasat I	Bongaon	Hasnabad	Barasat Municipality
1	Municipal Chairman	2	4	2	
2	Municipal Officer	1	4		
3	Ward Councilor	1			
4	Ration Dealer				2

Please Note that Ration Dealer is not a Govt. duty bearer but interface as Govt. authorized service point. During Covid'19 and post Amphan cyclone, including this service point as a service giver became of importance.

Sl. No.	District Level Duty Bearers	Rating
1	CWC, PP-District Court	4
2	Lawyer-District Court, DLSA Advocate	3.25
4	DLSA Secretary	3.08
5	CDPO, District Hospital Super, Nodal officer (AHTU)	3
6	ADJ	2.4
7	Chief Judicial Magistrate	2.23
8	MO, SP	2
9	CMOH, Field Supervisor, SC ST Management Officer	1

Sl. No.	State Level Duty Bearer	Rating
1	Special PP	5
2	IO (CID)	5
3	Lawyer - High Court	3.5
4	Psychiatrist	3
5	HC Judge, SLSA Secretary	2.5
6	Medical Officer	2.33
7	Pathologist	1

From the highest block officer to the lowest rated one.

Sr. No.	Block Names whose BDOs have been rated	Avg. Ratings Received
1	Bagdah	7
2	Basanti	7
3	Sandeshkhali-I	5.43
4	Basirhat II	4.3
5	Hingalganj	4
6	Bongaon	3.57
7	Amdanga	3.5
8	Hasnabad	3.4
9	Gaighata	3.3
10	Baduria	3.095
11	Basirhat I	2.88
12	Barasat II	2.75
13	Canning 1	2.5
14	Swarupnagar	2.14
15	Deganga	2
16	Barasat I	1.6
17	Rajarhat	1

List of GP Pradhans and their ratings in descending order

Sr. No.	Villages whose GP Pradhans have been rated	Avg. Ratings Received
1	Sindrani (Bagdah Block)	3
2	Kachua (Basirhat II Block)	3
3	Sankchura Bagundi (Basirhat I Block)	2
4	Ghatbaor (Bongaon Block)	2
5	Beraberia (Amdanga Block)	2
6	Amjhara (Basanti Block)	2
7	Sutia Barasat (Gaighata Block)	1
8	Kalinagar (Sandeshkhali-I Block)	1
9	Gopalpur (Rajarhat Block)	1
10	Gobindapur (Swarupnagar Block)	1
11	Bhebia (Hasnabad Block)	1
12	Aaturia (Baduria Block)	1

Annexure 2: APP Filling Status

All 20 Utthan Leaders filled the APP			
Sr. No.	Utthan Collective Members	Social Worker	CBO
1	[REDACTED]	[REDACTED]	[REDACTED]
2	[REDACTED]	[REDACTED]	[REDACTED]
3	[REDACTED]	[REDACTED]	[REDACTED]
4	[REDACTED]	[REDACTED]	[REDACTED]
5	[REDACTED]	[REDACTED]	[REDACTED]
6	[REDACTED]	[REDACTED]	[REDACTED]
7	[REDACTED]	[REDACTED]	[REDACTED]
8	[REDACTED]	[REDACTED]	[REDACTED]
9	[REDACTED]	[REDACTED]	[REDACTED]
10	[REDACTED]	[REDACTED]	[REDACTED]
11	[REDACTED]	[REDACTED]	[REDACTED]
12	[REDACTED]	[REDACTED]	[REDACTED]
13	[REDACTED]	[REDACTED]	[REDACTED]
14	[REDACTED]	[REDACTED]	[REDACTED]
15	[REDACTED]	[REDACTED]	[REDACTED]
16	[REDACTED]	[REDACTED]	[REDACTED]
17	[REDACTED]	[REDACTED]	[REDACTED]
18	[REDACTED]	[REDACTED]	[REDACTED]
19	[REDACTED]	[REDACTED]	[REDACTED]
20	[REDACTED]	[REDACTED]	[REDACTED]

20 Bijoyini Leaders who couldn't fill the ratings

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

35 Peer Leaders who couldn't fill the ratings

- [REDACTED]

20 Peer Leaders who filled the ratings

- [REDACTED]



Sr. No.	86 Bijoyini Collective Members who submitted Ratings	Social Worker	CBO
1	[REDACTED]	[REDACTED]	BUP (B)
2	[REDACTED]	[REDACTED]	BUP (G)
3	[REDACTED]	[REDACTED]	CLHS
4	[REDACTED]	[REDACTED]	GSS
5	[REDACTED]	[REDACTED]	KEYA
6	[REDACTED]	[REDACTED]	MATE
7	[REDACTED]	[REDACTED]	NSS
8	[REDACTED]	[REDACTED]	SBMS
9	[REDACTED]	[REDACTED]	TISM (B)
10	[REDACTED]	[REDACTED]	TISM (S)
11	[REDACTED]	[REDACTED]	
12	[REDACTED]	[REDACTED]	
13	[REDACTED]	[REDACTED]	
14	[REDACTED]	[REDACTED]	
15	[REDACTED]	[REDACTED]	
16	[REDACTED]	[REDACTED]	
17	[REDACTED]	[REDACTED]	
18	[REDACTED]	[REDACTED]	
19	[REDACTED]	[REDACTED]	
21	[REDACTED]	[REDACTED]	

Annexure: 3 Uttar Training APP (Offline) launched on 26th of Feb, 2021

Sl. No.	Name of CBO	Date	Name of Trainers	No. of Trainees	Name of Trainees
1	BUP	05/03/2021	[REDACTED]	7	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
2	CLHS	06/03/2021	[REDACTED]	5	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
3	GSS	05/03/2021	[REDACTED]	6	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
4	KEYA	05/03/2021	[REDACTED]	6	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
5	NSS	05/03/2021	[REDACTED]	6	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

Sl. No.	Name of CBO	Date	Name of Trainers	No. of Trainees	Name of Trainees
6	MATE	02/03/2021	[REDACTED]	6	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
7	SBMS	06/03/2021	[REDACTED]	4	[REDACTED] [REDACTED] [REDACTED] [REDACTED]
8	TISM (B)	12/03/2021	[REDACTED]	6	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
9	TISM (S)	05/03/2021	[REDACTED]	4	[REDACTED] [REDACTED] [REDACTED] [REDACTED]

A total of 50 participants received training through the Uttar Training APP that was launched on 26th Feb. This APP works locally and offline, does not involve any synchronization in real time although emulates the functionalities of the actual Uttar APP. The other 76 participants received training before submitting data through the Uttar APP in real time.