

CASE STUDY FIELD VISIT BY M.A. STUDENTS AND M. PHIL. SCHOLARS

DEPARTMENT OF PUBLIC ADMINISTRATION, UTKAL UNIVERSITY

Title of the Study:

“Basic Awareness on Odisha Right to Public Service Act(ORTPSA, 2012) among Village People” – Visit to Kantapada Block, Cuttack District.

Timeline of the Study:

07 and 08 September 2021.

Report of the Field Visit with Questionnaire:

A five member team of students comprising of both MA students and M. Phil. research scholars of Public Administration Department, Utkal University conducted a case study on “Basic Awareness on Odisha Right to Public Service Act(ORTPSA, 2012)among Village People”. Under the study, students visited Kantapada block of Cuttack district. The study was aimed at assessing the awareness level among the general public about Public service act. For this purpose the team used the questionnaire method. They visited individual households and asked questions to the adult members of family and recorded their opinions.

The questions are as follows (Both close ended and open ended questions were asked to reach comprehensive end):

- 1) Do you know what Right to public service act is?
- 2) What are different types of services covered under it?
- 3) Have you ever used these acts to get timely service?
- 4) What is average no of days you generally wait to get common services like getting Caste, Residence and Income certificates?
- 5) Do you get any acknowledgement after applying for the services?

Several other related questions were asked to the targeted respondents and it was found that the villagers and households were not aware about the act. Even they didn't know when was the act passed? They were quite clueless about how it will help them for getting time bound delivery of services and follow up mechanisms for not getting the services on time. Then the team decided to arrange a public meeting and inform the public about the act regarding how they can avail the benefits of the act and what will they do when the service is not provided to them on right time. A Panchayat level meeting was also convened.

Padmalaya Mahapatra
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Head of the Department
P.G. Department of Pub. Ad.

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Dept. of Public Administration
Utkal University, Van Vihar
Bhubaneswar-751004

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