

**SHAHEED BHAGAT SINGH SHIKSHAN SANSTHAN**

Dangiyawas, Jodhpur, Rajasthan

Registered under Societies Registration Act | 12A &amp; 80G Certified

**Feedback Mechanism**

Component	Explanation	KRA	KPI	Expected Outcomes (Quantity)	Expected Outcomes (Quality)
<b>Feedback Collection</b>	Feedback collected during field visits, meetings, and group discussions. Verbal method used mainly; simple written formats used where possible.	Feedback collection	No. of feedback interactions	Minimum 1 interaction per month per location	Feedback received from all groups, including non-literate beneficiaries
<b>Recording</b>	Staff record verbal feedback in registers; written forms are maintained with date and location.	Record keeping	No. of entries recorded	100% feedback entries documented	Clear and complete records available
<b>Review</b>	Feedback discussed in weekly and monthly meetings. Common issues identified.	Review and analysis	No. of review discussions	Feedback reviewed in all meetings	Clear understanding of key issues
<b>Action &amp; Follow-up</b>	Issues addressed at field level; major issues shared with Board. Follow-up done in next visits.	Issue resolution	No. of issues resolved	Most issues addressed within set time	Visible response to community concerns
<b>Reporting</b>	Summary of feedback and actions included in monthly and quarterly reports.	Reporting	No. of reports submitted	Reports submitted on time	Clear flow of information to Board
<b>Use in Planning</b>	Feedback used to adjust activities and planning.	Planning support	No. of changes made	Feedback reflected in plans	Activities aligned with ground needs

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