Proceedings of the Webinar–cum–Workshop on Citizen Charter & Delivery of Services by Panchayats on 22nd November 2021 as part of AZADI KA AMRIT MAHOTSAV

Ministry of Panchayat Raj, Government of India in association with National Institute of Rural Development and Panchayat Raj, Hyderabad and Abdul Nazir Sab State Institute of Rural Development and Panchayat Raj, Mysuru organised one day National level Consultative Workshop on Citizen Charter and Delivery of Services by Panchayats on November 22, 2021.

2. The workshop was aimed at share of experiences with respect to Service Delivery at the grassroots level along with recognising/ establishing Citizen Centric Services as the "Heart of Governance". The workshop was attended by 80 Senior Officials, Elected representatives and Policymakers and Resource Persons from 16 States, involved in improving delivery of services to citizens. The list of attendees may be seen at Annexure-I

3. Shri. Sunil Kumar, Secretary, MoPR, set the tone by providing key inputs on various aspects of service delivery that are either provided by the Panchayats directly or services of other departments that are facilitated by Panchayats through a monitoring mechanism. He also opined that after 28 years of enactment of the 73rd amendment of Constitution, establishing Panchayati Raj Institutions as the lowest levels of government, the States are at various stages of delivery of services to the local residents. 75th year of India's independence provides an opportune moment to the Panchayats to assume a leadership role, taking responsibility of various administrative activities across 29 sectors, ensuring quality of service delivery of highest order, under the guidance and supervision of Panchayats. COVID-19 pandemic, a "once-in-a-century crisis" has thrown a big challenge to the world. In such difficult times, it becomes even more vital that the services are easily accessible to the village residents. Easy availability and appropriate mix of services across all communities, at their doorstep

would ensure competitive and sustainable rural economy; Improvements in quality of life for rural citizens; Reduced social deprivation; minimised rural-urban difference. He suggested that common core services need to be arrived at by different States that could be provided by the Panchayats.

4.   Shri. Chandra Sekhar Kumar, Additional Secretary in his address highlighted the

efforts of the Ministry to provide improved services to the community in rural areas. He suggested that the services that can be provided by the Panchayats have been listed by the Ministry and the States can start working on the guidelines issued by the Ministry. He suggested that the from 01st April, 2022 onwards, Panchayats should start delivering the core common services as identified by the respective States.

5.   Smt. Uma Mahadevan, Principal Secretary, RDPR, Government of Karnataka in her inaugural address highlighted the services that are provided by the Panchayats in Karnataka especially the health services that were extended by the Panchayats during the Covid 19 epidemic last year.

Session 1 Service Delivery by Panchayats- Chaired by Sri. Alok Prem Nagar, JS, MoPR

6.   Session on Service Delivery by Panchayats was presented by Sri. Alok Prem Nagar, Joint Secretary (Governance), MoPR, highlighted that the objective of the workshop is to finalize the "common core services" that should be provide by GPs to its citizens. During the Citizen Charter Campaign, States have enlisted over 900 services that are being offered at the Panchayat level, with over 200 online services being delivered across 20 States and UTs. Further, over 1,85,000 Panchayats have finalised their Citizen Charters. The role of Common Service Centre's (CSC's) and Internet connectivity in GPs that plays a crucial role in service delivery was also highlighted in the presentation. He also congratulated Karnataka for its online payment of property tax collection system and requested the States to emulate it.

7.   Though the States have made significant progress in ensuring service delivery to citizens, few States & UTs viz. Kerala, Odisha, Punjab, Rajasthan, Jammu & Kashmir, Lakshadweep and Puducherry, have not updated the informatio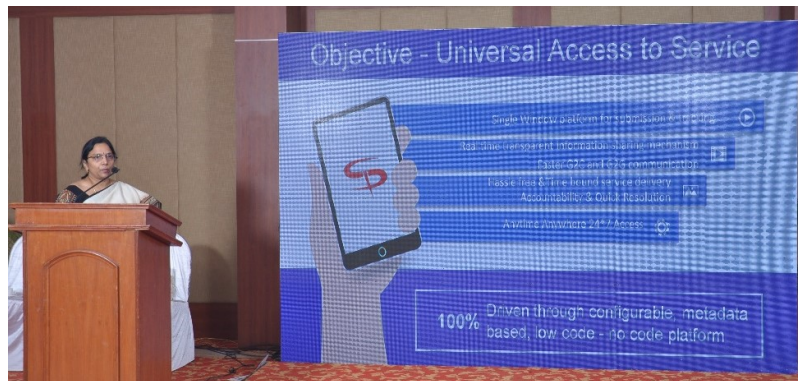n in Citizen Charter portal and impressed upon the States to update the information in the portal. Further, the shortfall of human resource at GPs was one of the hurdles in introducing Service Delivery Centres in many States and urged the States for using the existing NREGA sahayakas, Pashusahayaka, sakhi staff which was the one of the solutions to address the manpower requirement issue.

8.   The Grama Panchayat Bhavans and the infrastructure facilities available were also highlighted in his presentation. The vision of ministry is to develop GPs as a service hub centre. The importance of vernacular language, use of local language was mentioned in order to reach out to the citizens to approach portals for better service delivery. The session concluded with a suggestion to the participating States to finalize the Core common services to be provided by the GPs in the workshop and sign Mysuru declaration on delivery of services by Panchayats.

1. NIC Service Plus

NIC representative made a presentation on Service Plus which is an integrated e Service delivery framework. The objective is to provide common platform to Government and citizens with varying needs to have Universal access to services. Service plus facilitates rapid roll out of any service, any time by any level of government through a single platform with powerful in-built tools for service delivery and grievances redressal.

The achievements so far include 33 States and Union Territories have started using the portal cutting across 14 central government departments. The presentation also provided technical details how the Service plus has been rolled out.

2. **Tripura Presentation**

Tripura has initiated the service delivery through Panchayat for Two Services initially for all 1176 Rural Local Bodies.

❖ **eORR Service:**
-- Ordinary resident Register (ORR) is a physical register maintained in Tripura in all GPs / VCs to record the details of the citizenry. A citizen is not entitled to civic services and benefits, unless their names are recorded in ORR. The application is developed to achieve real time management database.

❖ **Trade license**: This is a new venture started from 2020 with an objective to cover all the rural shopkeepers.
On receive of application along with required documents the service is provided with 5-7 days; the service charge for wholesale shop and retail shop is respectively Rs. 100/- and Rs.50/-
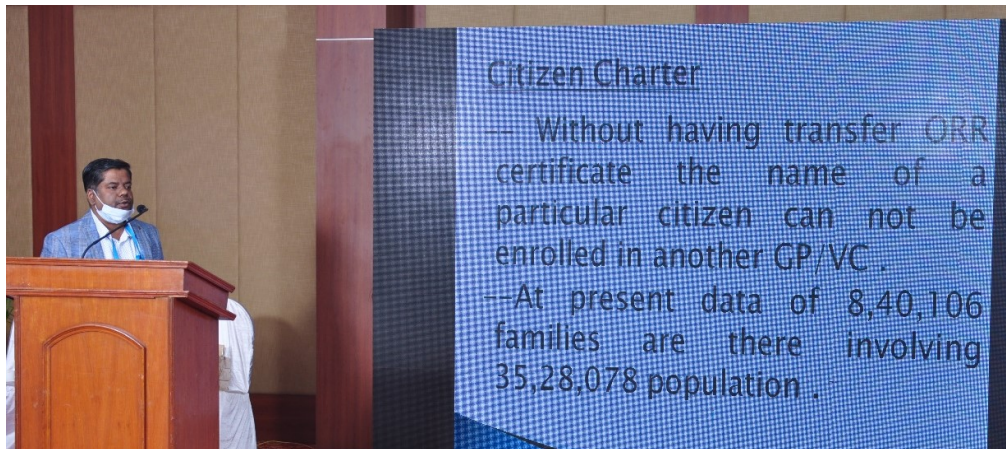
❑ Tripura is planning to provide more services through Panchayats like
  ❖ Birth-death Certificate.
  ❖ MGNREGA job cards
  ❖ Driving License.
  ❖ Preliminary certificate of marriage
  ❖ Residence proof certificate (PRTC).
  ❖ NOC of land diversion
  ❖ Distance certificate
  ❖ Library / digital library

❖ Linkage with SFC of SDM offices to obtain various services / certificates

The State also highlighted the monitoring mechanism that has been put in place.

❖ **Panchayat Monitoring System (PMS)** is a web-based platform for Panchayat Secretaries, Rural Programme Secretaries, Village Secretaries and Rural Programme Managers

  ❏ for reporting various issues relating to the line Departments of Government of Tripura

  ❏ for efficient monitoring and effective implementation of State and Central Govt. schemes at the Gram Panchayat and Village Committee level.

  ❏ The issues registered by the PS/RPS/VS/RPM can be viewed by the users of Line Departments based on their jurisdiction.

  ❏ The Call Centre Application ensures **NO DELAY** operations and **INSTANT REPORTING** system to enhance the existing PMS along with **DATA COLLECTION** from field level.

3. **Maharashtra Presentation**

The State made a presentation on Aaple Sarkar Seva Kendra Project. The purpose of the project is to

- Provide all services to rural citizens in a timely manner at a single center in their residential area.

-
- Creating a paperless Gram Panchayat by using "e-Gramsoft" software.
- **G2G** - Digitization of 1 to 33 Registers of Gram Panchayat and information

  update in MOPR's 11 eGramswaraj applications.

- **G2C** - 1 to 19 Digitized certificate issuance of Gram Panchayat and other

  423 delivery of services of other departments.

- **B2C** - Train / Bus reservation, DTH / Mobile Recharge, PAN Card,

  Aadhar Card, Passport, Electricity bill payment, Gas Booking.

- **FI** - Bank Correspondence, Insurance.

The presentation highlighted the current status across the Panchayats and the achievement so far.

4. Haryana Presentation

Haryana State has introduced SARAL Shashan in June 2017, SARAL meaning Simple, All-inclusive, Real time, Action oriented and Long-lasting governance. SARAL involves complete digitisation of government departments to increase efficiency, eradicate corruption, reduce wastages and costs. 550+ G2C schemes and services have been identified across 40 departments.

The services can be availed through online platform, Common Service Centres at village and ward level and Saral kendras at District and Tehsil levels. The presentation highlighted the various steps involved in initiating the scheme and also the achievements so far by the departments.

5. Telangana presentation

The State presentation was on MeeSeva a programme to deliver services in Panchayats.

- "MeeSeva" means **'At your service'**, i.e. service to citizens. It is a good governance initiative that incorporates the vision of National eGov Plan "Public Services Closer to Home".
- The objective of MeeSeva is to provide smart, citizen centric, ethical, efficient and effective governance facilitated by technology.
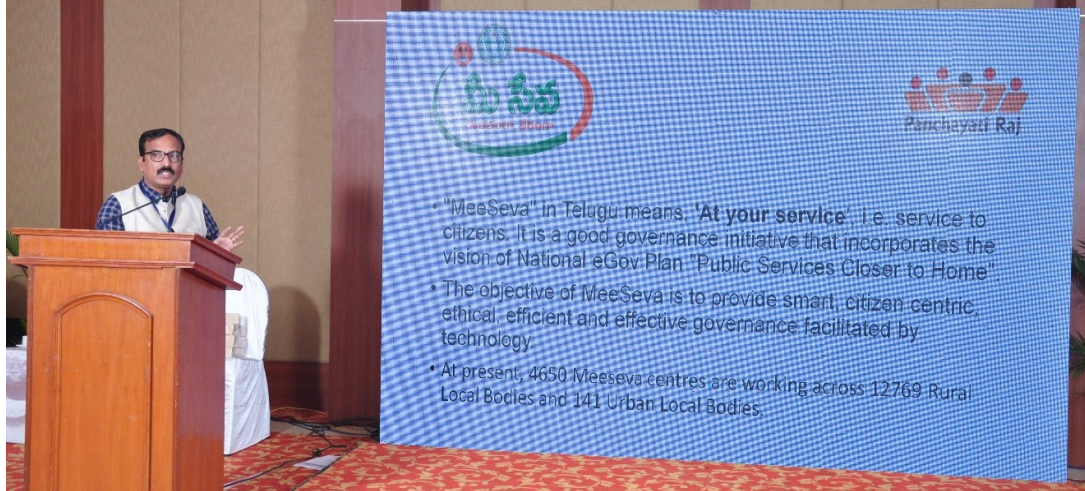
- The services offered include
    - Panchayat Building Permission Fee Payment
    - Panchayat Layout Permission Fee Payment
    - Panchayat Mutation Fee Payment
    - Panchayat Property Tax
    - Panchayat Trade License Fresh
    - Panchayat Trade License Renewal

The presentation also demonstrated the online payment flow structure under MeeSeva.

6. Kerala Presentation

The State made a presentation on ILGMS – Integrated Local Government Management System. The govt has approved the guidelines for doorstep delivery of services. Initially 5 services given to the public who are not able to avail Govt services due to severe diseases, old- age, extreme poverty etc. The services like mustering, life certificate, social security pension, benefits from Chief Minister's disaster relief fund, lifesaving medicines are some of the preliminary services that were planned to be rendered.

Committees will be formed in each LSGIs to implement this scheme. These committees with the help of ASHA workers will prepare the list of beneficiaries through house visits. ASHA workers will be the primary point of contact. Any beneficiary will contact the respective ASHA worker and Sannadhasena volunteers will


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assist in the delivery of services. This is a unique scheme in the country as the Government Services are being delivered through a network of active volunteers, hence, imparting the concept of volunteerism in State Governance.

7. Bihar Presentation

The State has implemented the Bihar Lok Sevaon Ka Adhikaar from 15th August 2011 which aims at Delivery of Notified Public Services within stipulated time. It is aimed at Fixation of Accountability within the system by naming Public Servants – Designated Public Servants (DPS) who would be held responsible for delivery of services. Further it is aimed at ensuring Transparency in Implementation of the provisions along with a provision of a Right to Appeal at two levels in cases where services are unjustifiably delayed or denied with provisions to impose penalty on the responsible public servants.
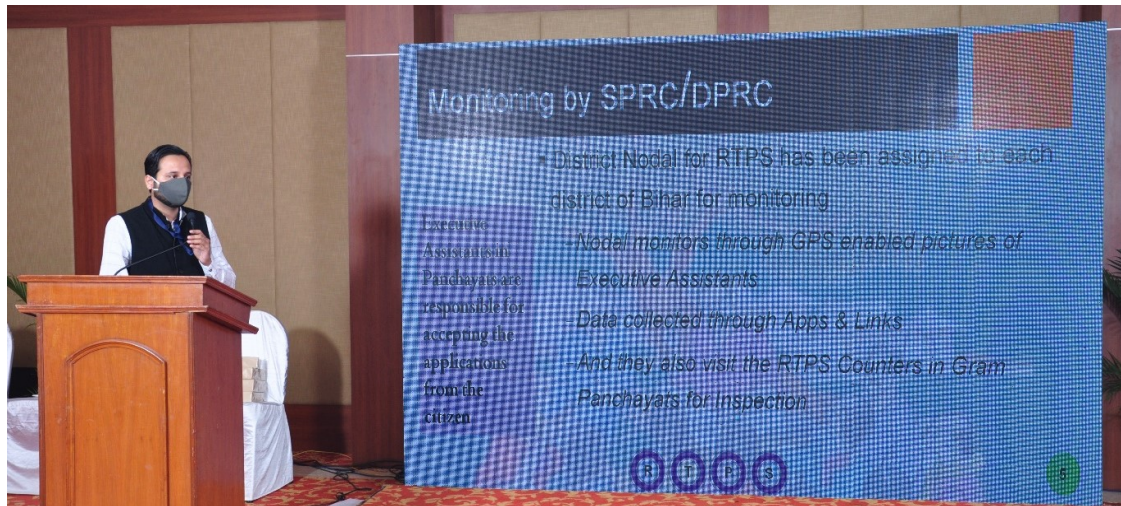
The major objectives of the act were to

- To provide statutory backing to Citizen Charter
- To develop a culture of timeliness in delivery of public services at all levels
- To check corruption and weed out intermediaries by simplifying procedures and better monitoring
- To create an institutional mechanism for enabling the citizens to appeal in case of wrongful denial or unreasonable delay

The State has also put in place a mechanism at SPRC and DPRC to daily monitor the progress made at different levels.

Session 2 - Panchayat Infrastructure (Panchayat Bhawans, ICT infrastructure, internet connectivity, manpower etc.) for enabling Service Delivery- Chaired by Smt. Shilpa Nag, Commissioner (PR), GoK

8. **Karnataka Presentation**

The State made a made a presentation on the delivery of services at the door steps of Gram Panchayats – the Bapuji Seva Kendra (BSK) in Rural Karnataka. The BSK centres were launched in 2016 in 100 GPs and extended to whole State in full-fledged in 2020. BSK is a Helpdesk as well as service centre at GP level. In Karnataka Revenue department issues the Birth, Death, Income and Cast certificates and around 39 services. To provide the services in BSK The linkage is established with Kaveri portal of Revenue Department. BSKs issue the copies of the revenue services updated in the portal to its citizens.

Bapuji Seva kendra working as interphase of Sakala complaints, Ease of Access, Convergence, One stop solution centre and operational excellence to the villagers. RDPR is revamping Panchatantra 2.0, which is integrating Sakala, Sevasindhu, E-swathu, Family ID and other departmental portal to make the services at one single point. BSK portal has Initiated online payment property tax at Gram Panchayats from different payment gateways. BSKs render 18 RDPR services which includes property service, household utility, business related and MGNREGA services.

BSK-2 version is web based as well as mobile friendly. BSK Centres have the outreach strategy both in physical and portal base. The BSK service information are shared in social media and mass media to make it familiar to the citizens and to use the technology. Karnataka introduced online service delivery mechanism in 2005 by establishing Bangalore one Service Centre which was later extended to all ULBs in the State. Bapuji Seva Kendra started online services in 2016 and in 2018 Seva Sindu was introduced, it provides 798 services of 74 departments. The BSK 2.0 of 2020 providing 60 Government to citizen, and Bank to Citizen online services. The other highlight in the State is Gram one which is envisaged as a single point assistance centre for all citizen activities at village level which included G2C, and B2C services and has been successfully launched in November 2020

9. CSC SPV Presentation

CSC e-Governance Services India Limited is a Special Purpose Vehicle set up by the Ministry of Electronics & IT to oversee the implementation of the CSC scheme. CSC SPV provides a centralized collaborative framework for delivery of services through CSCs. The aim of the scheme is to provide digital access and to make e-governance services available to the citizen at their doorstep specially those who are living in the rural India.

The presentation focused on the achievements so far and the services portfolio adopted so far. The Gram Panchayat infrastructure is used to extend the services in rural areas. The technical issues involved in extending the facilities across the rural areas was highlighted in the presentation.

It was also emphasized that a bespoke revenue sharing model could be worked out for each State for the States to utilize the Services of CSC services for delivery of Public Services in the Panchayats. The States were accordingly requested to take up discussions with the CSC-SPV.

10. Bharat Broadband

The presentation focussed on the utilisation of Bharat Broadband at Gram Panchayats. The aim is to provide high speed broadband connectivity to all the 2,50,000 Gram Panchayats in the country. It is targeted to connect all 6 lakh villages of the country by 2024. Further, it also envisages to provide Middle or Aggregation layer of Network with Non-Discriminatory access to all the service providers to facilitate the delivery of e-governance, e-health, e-education, e-banking, Internet and other services to rural India.

Bharat Broadband Network Limited (BBNL) is a Special Purpose Vehicle (SPV), set up under Department of Telecommunications (DoT) for the establishment,

management and operation of National Optical Fibre Network (NOFN) which was later named as Bharat Net. BBNL has been incorporated on 25-02-2012 and Bharat Net is funded by the Universal Service Obligation Fund (USOF), DoT. The main objective is to provide high speed digital connectivity to Rural India at affordable price, provide B2B services in a non-discriminatory manner and also to facilitate proliferation of broadband services in rural areas so as to foster socio-economic development in line with the vision of 'Digital India' program. The presentation highlighted the achievements and success stories of the initiatives so far.

The States were requested to review the Bharat net rollout across the Panchayats and share the feedback/ any issues faced with the Ministry for taking up with BBNL within 1 week (30th November, 2021).

11. Uttar Pradesh Presentation

The presentation of the State was on Gari Kalyan Rozgar Abhiyan (GKRA). It was started with Started with aim of providing livelihood employment to the returnee migrants and similarly affected citizens in the rural areas. In the pursuit of objectives of the Abhiyan, construction activities started in a large number with dual objective of generating livelihood opportunities as well as creating structure for ensuring timely service delivery.

GKRA Components:
- Construction of Panchayat Bhawans.
- Construction of Community Toilet.
- Repair/ extension of PB & others works under Finance Commission.

The State also come out with Panchayat Charter focussing on ensuring delivery of services to the rural people. The success stories were highlighted in the presentation.

12. Andhra Pradesh Presentation

The State had committed to revamp delivery systems in the State with an aim to improve living standards of the people through the concept of NAVARATHNALU as core theme of governance. To achieve this objective, Government established a system of Village

Secretariats consisting of required functional assistants to strengthen Gram Panchayats and provide services for every 2000 population in the State. Accordingly, Village Secretariats have been established – norms for establishing village secretariats, composition, an estimate of functional assistants/budget required etc., besides stating that multiple intensive inter departmental workshops, meetings etc. on this subject have been conducted at several levels to discuss about the modalities for establishing village secretariats.

   a. Restructuring the delivery systems to function as an effective mechanism to deliver services.
   b. A strong & workable channel for implementation of NAVARATHNALU
   c. Transparency and accountability in delivery of government services to the citizens
   d. Ensure convergence among departments providing services at village level.

The presentation highlighted the achievements of the Village Secretariat so far.

13. West Bengal Presentation

The State presentation highlighted the provision of West Bengal Right to Public Services Act, according to which 3 services provided by Panchayats have been notified. In order to ensure that the services are extended to rural areas without any hassles, the initiatives aimed at improving Infrastructure that leads to Institutional strengthening of Panchayats was highlighted in the presentation.

Summing up Session

In his concluding remarks, Additional Secretary, MoPR noted that many States have made rapid progress in extending delivery of services by panchayats to citizens and hoped that the momentum would be carried out during the course of time. Joint Secretary in his remarks noted the success stories of many States in providing citizen centric services would provide an opportunity for other States to adopt the same. Commissioner, Panchayat Raj, Karnataka opined that the workshop has provided an opportunity to States to share their success stories and would also provide an opportunity to the States to engage with the service providers to ensure better delivery mechanisms are put in place.

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The Workshop culminated with the State signing of the Mysuru declaration focussing on Provision of Common Core Services that would be rolled out by the States by April 1, 2022 by all the Attending States.

Director, ANSSIRDPR, Smt. K. Lakshmi Priya, proposed vote of Thanks.

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List of Attendees

Sl.	State	Name (Shri/ Smt./ Ms.)	Designation	Gender	Category	Official /ERs/ NGOs
1	Assam	Mr. Pabitra Kalitha	Joint Director, SIPRD	Male	OTHER	Official
2	Assam	Dr. Achyuth Akash Bora	Principal, ETC	Male	OTHER	Official
3	Assam	Mr.Jyoti Prasad Deka	Faculty, SIPRD	Female	OTHER	Official
4	Andhra Pradesh	Ramnath Reddy	Additional Commissioner (Digital Services)	Male	OTHER	Official
5	Bihar	Gulab Hussin	DPRO	Male	OTHER	Official
6	Bihar	Divyanshu	YP (SPRC)	Male	OTHER	Official
7	Bihar	Raghvendra jha	RTPS Noda	Male	OTHER	Official
8	Goa	Shri Amitesh Shirvoiker	B.D.O.	Male	ST	Official
9	Goa	Shri Shivprasad Naik	B.D.O	Male	OBC	Official
10	Goa	Shri Bhagwat Karmai	B.D.O.	Male	OTHER	Official
11	Haryana	Pardeep Kumar	Block Development and Panchayat Officer	Male	OTHER	Official
12	Himachal Pradesh	Vijay Sharma	Sarpanch	Male	OTHER	Ers

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13	Himachal Pradesh	Saurabh Thakur	Sarpanch	Male	OTHER	Ers
14	Himachal Pradesh	Amit Jasotia	Secretary GP	Male	OTHER	Official
15	Himachal Pradesh	Khube Ram	Secretary GP	Male	OTHER	Official
16	Karnataka	Smt.Shilpa Nag	Commissioner (Panchayat Raj)	Female	OTHER	Official
17	Karnataka	Smt. K. Lakshmi Priya	Director, ANSSIRDPR	Female	OTHER	Official
18	Karnataka	Padmasekhar Pande	Joint Director	Male	OTHER	Official
19	Karnataka	K.S.Manoj Kumar	Deputy Director	Male	OTHER	Official
20	Karnataka	Dr.G.S.Ganesh Prasad	Faculty	Male	OTHER	Official
21	Karnataka	K.R.Shankar	Faculty	Male	OTHER	Official
22	Karnataka	Dr.Pramod M. Chandakavate	Faculty	Male	OBC	Official
23	Karnataka	G. Mallikarjuna Swamy	Faculty	Male	OBC	Official
24	Karnataka	T.M.Abubakar	Faculty	Male	OBC	Official
25	Karnataka	Giridhar	Faculty	Male	OBC	Official
26	Karnataka	Manu	Faculty	Male	SC	Official

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Sl.	State	Name (Shri/ Smt./ Ms.)	Designation	Gender	Category	Official /ERs/ NGOs
27	Karnataka	S.H.Prakash	Faculty	Male	OBC	Official
28	Karnataka	Dr.H.S.Hemambar	Faculty	Male	OBC	Official
29	Karnataka	Deepa N	Research Officer	Female	OBC	Official
30	Karnataka	Murali K	Research Officer	Male	SC	Official
31	Karnataka	C. Vijayakumar	Training Coordinator	Male	SC	Official
32	Karnataka	Nagaraja K	AEE	Male	OTHER	Official
33	Karnataka	S Suthdendra	Consultant BBNL KTK	Male	OBC	Official
34	Karnataka	P G Venugopal	J D, (RD&PR)	Male	OTHER	Official
35	Kerala	P.G.Cyrus	President GP	Male	OTHER	ERs
36	Kerala	Smt. Rishna K K	President GP	Female	OBC	ERs
37	Kerala	Raveendran	President GP	Male	OBC	ERs
38	Kerala	Suseel M	Secretary GP	Male	OTHER	Official
39	Kerala	Balasubramaniyan	Secretary GP	Male	OTHER	Official
40	Maharashtra	Nitin Mohite	District Manager, CSC	Male	OTHER	Official

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41	Maharashtra	Sangram Bhopale	District Manager, CSC	Male	OTHER	Official
42	Odisha	Ajith Kumar Singh	Consultant	Male	OTHER	Official
43	Odisha	Dhanvir Lakda	Consultant	Male	OTHER	Official
44	Tamil Nadu	Mr.K.C.P. Elango	Union Chairman	Male	OBC	ERs
45	Tamil Nadu	Mr.G.Sugapriyan	Programmer, SPMU	Male	OBC	Official
46	Tamil Nadu	Mr.P. Senthilnathan	President	Male	OBC	ERs
47	Tamil Nadu	Mr.S. SIVARASU	President	Male	OBC	ERs
48	Telangana	C.H.Tarun Kumar	District Panchayat Officer	Male	OTHER	Official
49	Telangana	P. Krishna Rao	Sarpanch	Male	OTHER	ERs
50	Telangana	G.Bharath	Panchayat Secretary	Male	OBC	Official
51	Telangana	Jeevan Reddy	Panchayat Secretary	Male	OTHER	Official
52	Tripura	Shibhesh Bhowmik	Chairman	Male	SC	ERs
53	Tripura	Pradip Debnath	Sarpanch	Male	OTHER	ERs
54	Tripura	Prasun De	Joint Director of Panchayats	Male	OBC	Official

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55	Uttarakhand	Sher Chandra	Sarpanch	Male	OBC	ERs
56	Uttarakhand	Jasbeer Singh	Panchayat Development Officer	Male	OTHER	Official
57	Uttarakhand	Smt. Munesh		Male	OBC	ERs
58	Uttarakhand	Yogesh Chandra Upadhyay	Panchayat Development Officer	Male	OTHER	Official
59	Uttara Pradesh	A.K.Shahi	Joint Director	Male	OTHER	Official
60	Uttara Pradesh	Prashanth Kumar	State Programme Manager	Male	OTHER	Official
61	Uttara Pradesh	Arjun Singh Yadav	Sarpanch	Male	OBC	ERs
62	Uttara Pradesh	Upendra Tiwari	District Project Manager, RGSA	Male	OTHER	Official
63	West Bengal	Manab Kundu	Coordinator, STARPARD	Male	OTHER	Official
64	West Bengal	Debut Saha	Coordinator, STARPARD	Male	OTHER	Official
65	MoPR	Chandrasekhar Kumar	Additional Secretary	Male	OTHER	Official
66	MoPR	Alok Prem Nagar	Joint Secretary	Male	OTHER	Official
67	MoPR	Mayank Kharbanda	Consultant	Male	OTHER	Official

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68	MoPR	Mohit Gupta	Consultant	Male	OTHER	Official
69	MoPR	Smt. P. Lakshmi Rama	Official, NIC	Female	OTHER	Official
70	MoPR	Sudhansu Kumar Mahapatra	Official, NIC	Male	OTHER	Official
71	NIRDPR	Dr. Chinnadurai	Faculty	Male	OTHER	Official
72	CSC	Vinod Kuriakose	Consultant	Male	OTHER	Official
73	CSC	Anil Reddy	Consultant	Male	OTHER	Official
74	CSC	Ravi Kumar Bunga	Consultant	Male	OTHER	Official
75	Organising Team	Shashikala M D	Audit Officer	Female	OTHER	Official
76	Organising Team	Shobha S	Administrative Superintendent	Female	OTHER	Official
77	Organising Team	Ragavendra		Male	OTHER	Official
78	Organising Team	Jayakumar		Male	SC	Official
79	Organising Team	Krishna J.M	Senior Programmer	Male	SC	Official
80	Organising Team	T.Rahaman	Research Assistant	Male	OBC	Official
81	Organising Team	K.T.Sharath	Research Assistant	Male	OTHER	Official

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82	Organising Team	Jyothi Priyadashini	Research Assistant	Female	OBC	Official
83	Organising Team	Menaka B	Stationery Assistant	Female	SC	Official
84	Organising Team	Sheela M	Course Assistant	Female	ST	Official
85	Organising Team	Naveen Kumar	Course Assistant	Male	OTHER	Official
86	Organising Team	Mohan Krishnan K.L.	Computer Assistant	Male	OBC	Official
87	Organising Team	Bavya G R	Course Assistant 1	Female	OBC	Official
88	Organising Team	Hemath Kumar		Male	OTHER	Official
89	Organising Team	Ravi Kumar		Male	ST	Official