



सत्यमेव जयते

GOVERNMENT OF INDIA

Ministry of Panchayati Raj



Village with Good Governance



Village with Good Governance

## Report on

### 3-Days National Workshop on LSDGs in PRIs Adopting Thematic Approaches Theme 8: 'Panchayat with Good Governance'



समस्त पंचायत सतत विकास





Village with Good Governance

**3-Days National Workshop  
on  
Localization of Sustainable Development Goals (LSDGs) in Gram Panchayats  
Adopting Thematic Approach**

**Theme 8: Panchayat with Good Governance**

**21<sup>st</sup> -23<sup>rd</sup> August 2023**



### **SKICC, Srinagar, Jammu & Kashmir**

The three-day National workshop on Localization of Sustainable Development Goals (SDGs) in Gram Panchayats adopting thematic approach in Theme-8: Panchayat with Governance organized in SKICC, Cheshmashahi, Srinagar, Jammu and Kashmir during 21-23 August 2023. In this programme Approx. 250 Elected Representatives (Three –Tier) from 31 States/UTs and 750 Elected Representatives (Three –Tier) along with Panchayat functionaries, Officials from Planning Department, Nodal Officers of RGSA attended the programme.

#### **Inaugural Session:-**

The Workshop started with National Anthem followed by inaugural session by Hon'ble Lieutenant Governor, Jammu and Srinagar, Shri Manoj Sinha by lighting of lamp. Flower bouquet offered to the respective dignitaries on dais by Shri Khalid Majid, Director, Panchayati Raj Department, J&K. The documentary movie prepared on 'Theme-8: Panchayat with Good Governance' prepared by the Ministry of Panchayati Raj played during the inaugural session to showcase the best practices adopted by different States/UTs for Good Governance.



#### **Welcome address by Smt. Mandeep Kaur, Secretary and Commissioner, RD&PR, J&K:-**

Ms. Mandeep Kaur, Secretary and Commissioner, Rural Development & Panchayati Raj, UT of J&K welcomed all the dignitaries, Members of DDC/BDC, MLA and Elected Representatives from all 31 States/UTs. She extended thanks to the Rural Local Bodies for establishing transparency, accountability and digitalization in panchayats.



During the event the following were released/launched: -

- Operational Guidelines of NCBF-2022
- Document on Service-level Benchmarks, Self-Assessments, and Model Contract for Water & Sanitation Services developed by Ministry of Panchayati Raj in collaboration with UNICEF
- 'Meri Panchayat' Mobile App

**Keynote Address by Shri Sunil Kumar, Secretary, Ministry of Panchayati Raj, Gol:-**

Thereafter Shri Sunil Kumar, Union Panchayati Raj Secretary, addressed the participants from all States/UTs and State of J&K. He emphasized that Ministry of Panchayati Raj has adopted thematic approach to achieve 17 Sustainable Development Goals through the process of its localization along 9 Themes.



He informed that the Ministry of Panchayati Raj has organized 5 National workshop on various themes: Village with Self- Sufficient Infrastructure (Theme 6, Chandigarh, Punjab), Water Sufficient village and Clean and Green Village and (Theme 4 & 5, Pune, Maharashtra), Poverty Free Village (Theme 1 Kochi, Kerala), Child friendly and Women Friendly Panchayat (Theme-3 and Theme-9, Bhubaneswar, Odisha) and Panchayat with Good Governance (Theme-8, Srinagar, Jammu and Kashmir). He added that valuable learning outcomes have achieved through these workshops.

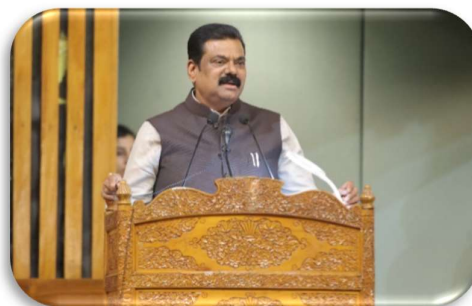
He stated that these Workshops have significantly supplemented the CB&T efforts of various States. This is the platform which brings all the stakeholders in one place and the best practices being showcased here have the potential of being replicated in 2.5 Lakh Gram Panchayats. He told that role of Panchayat is very important in Good Governance and service delivery. Gram Panchayat is a Constitutionally mandated body for Service delivery at the grassroots. He also briefed about the Reports on Service level Benchmarks and Operational Guidelines of NCBF-2022 as well as “Meri Panchayat app” released during the workshop. He also informed about the Panchayat Development Index which will assess the Panchayats along 9 themes and the thematic as well as composite score will be used for selection of Panchayats for National Awards.

Documentary film on “Meri Panchayat App” prepared by NIC-MoPR played during the inaugural session in which the unique features of the application were showcased. Application have all the vital information related to Gram Panchayat function, Functionaries and assets and same is available in the Google play store.



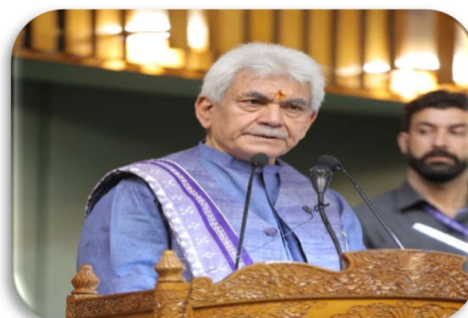
### **Keynote Address by Hon'ble MoS, PR Shri Kapil Moreshwar Patil:-**

This was followed by the address of Hon'ble Union Minister of State for Panchayati Raj Shri Kapil Moreshwar Patil . He highlighted the importance of thematic workshops in developments of Panchayats. He told that each stakeholders have important roles in the path of developments. He further emphasized on the importance of process digitalization in Panchayats and leading role of Women in different fields. With the examples and stories he delineated the importance of good governance in panchayat. Ministry of Panchayati Raj has introduced 9 Themes to address the 17 Sustainable Development Goals and the Elected Representatives needs to target all these LSDGs so that one can track their ranking. He also appreciated the NIC-MoPR for development of “Meri Panchayat” Application in which all the vital information is available.



### **Keynote Address by Hon'ble Shri Manoj Sinha, Lieutenant Governor, Jammu & Kashmir: -**

Shri Manoj Sinha, Hon'ble Lieutenant Governor, Jammu & Kashmir, appreciated the steps of Ministry of Panchayati Raj for selection of Jammu & Kashmir in organizing the 5<sup>th</sup> National workshop on Good Governance. He highlighted the vision of Hon'ble Prime Minister “Gramoday se Bharat Uday” in which 9 themes were introduced will not only will make Panchayats self-reliant, prosperous and happy but also develop a strong the base of development. He highlighted the words of Dr Rajendra Prasad, that “village panchayats will be the basis of constitution and the structure of the governance must begin from the foundation and must go up”. He also appreciated the approach of Government of India in terms of improvement of governance in India. Hon'ble LG also highlighted the progress and development in Jammu & Kashmir in terms of administration and judiciary system and transfer of funds, function and functionaries.



### **Keynote Address by Hon'ble MPR, Shri Giriraj Singh: -**

Taking the program forward Shri Giriraj Singh, Hon'ble Union Rural Development and Panchayati Raj minister addressed the participants virtually. He appreciated the efforts of Hon'ble Union MoSPR in defining the process of good governance with the help of

storytelling. He expressed his gratitude and sincere thanks to the officials of J&K Administration, MoPR and all the stakeholder for organizing the 5<sup>th</sup> National Thematic Workshop on Good Governance successfully. He highlighted the vision of Hon'ble Prime Minister for Good Governance through the cycle of Reform, Perform and Transform. He appreciated the steps of Ministry in implementation of GPDP, eGramSwaraj-GeM integration, Auditoronline, Smart Village, Green Energy, Carbon-Neutral Village, Renewable Energy at Palli in J&K etc.



He also told that responsibility of ensuring the sustainability in development related activities in Panchayats lies entirely with the local level governance and one has to understand this. He further discussed about improvised steps and transparency measures taken by Ministry in Panchayat awards. Gender responsive employments system, Employment through Self Help Groups and Bank linkage, Traditional Handicrafts related matters were also discussed.

### Technical Session: -1

Participatory and Representative Decision Making in Panchayat through Inclusive Planning for Good Governance.

**Chaired By:** Smt. Priyanka Mary Francis Commissioner (RD&PR Dept. Karnataka)



#### 1. Gram Panchayat: Pitchanur State: Tamil Nadu

**Topics: - PRI-SHG Convergence for effective public service delivery.**

- Ensuring service delivery to people in Gram Panchayats
- Involving local people in administration of GP
- Increasing transparency through transparent Panchayat Accounts.
- Holding regular Gram Sabha, monthly Gram Panchayat meetings and maintaining records of discussions.
- Addressing the challenge of health awareness through good governance.
- Effective implementation of MGNREGA has effectively reduced the unemployment and Poverty alleviation.

#### 2. Gram Panchayat:- Podumani, Arunachal Pradesh

*Establishing partnership, collaboration and convergence with Line Departments at Panchayat level and Progress Monitoring of the activities of Line Deptt. by Panchayats.*

- With the vision of Sabka Vikas Sabka Viswan Sabka Prayas, the GP has implemented all the major flagship central schemes with utmost responsibility and transparency.
- This GP is the best example of Technology, Teamwork, Timeline, Transparency and Transformation.
- Through an inclusive and active participation of people's and frontline workers ASHA workers, Anganwadi workers, and SHG members in the Gram Sabha, they are constantly working towards the development of the GP. The LSDG committees are working on various issues of development.
- With the help of technology and CSC, services are being provided and through the Panchayat Development Index data on various issues are collected and used for development purposes.

### 3. Gram Panchayat Pathra, Jharkhand

*Establishing partnership, collaboration and convergence with Line Departments at Panchayat level and Progress Monitoring of the activities of Line Deptt. by Panchayats.*

- Pathra Gram Panchayat of Jharkhand is working for enhancement the Governance mechanism and to improve the public service delivery system. Meeting Hall and Office have been prepared for the Elected Representatives.
- Information at Gram Panchayat is being circulated on Public Information Board and Others mode of communications. Panchayat Bhawan is equipped with internet facilities and Pragya Kendra is also working
- Meeting of the Executive is being held monthly and records of discussion maintained accordingly.
- Progress of the development work reviewed by the along with line department. No one is addicted to any kinds of drugs
- Social Audit of MGNREGA is being conducted regularly
- Old/Widow/Disable pension is provided to the eligible beneficiaries of Gram Panchayats

### 4. Gram Panchayat:- Rani Pokhri, Uttarakhand

*Effective Implementation of Annual Action Plan/PDP in the PRIs.*

- The Gram Panchayat is working with focus in Good Governance. For the awareness of the society wall painting have done in entire Gram Panchayats and social audit is being time to time. All the transactions are being done by online only.
- Expenditure of the XVth FC grant is being done through eGramswaraj



- All kind of services like Birth/Death Certificates, Income certificates is being issued through CSC only
- Time to time Gram Sabha/ Mahila Sabha/ Bala Sabha organized
- All disputes were redressed by the Gram Panchayat at Gram Panchayat level only.
- User fees like Garbage collection, wedding points etc. are being collected through QR code
- Meeting Hall has been provided to the SGH Group.
- Ramps and jim equipment installed in the park.

## **5. Gram Panchayat:- Gevra gurinda,Uttar Pradesh**

**Topics:-** *Effective Implementation of Annual Action Plan/PDP in the PRIs.*

- We provide service through CSC to local and because of this GP earns 1500/- per month. The GP is especially working in timeline and result of this Gram Sabha is organising at fixed time resultant to which Monthly Gram Sabha, GPDP action plan implementation has made good Governance strong in this GP.
- This GP is good example of Transparency
- Details of emergency services like women helpline, Fire, beneficiary's details are visualised on wall painting.
- Solar flour mill was installed from the Award prize money of 8 lacs and the GP got income of 2 Lacs PA. CCTV cameras are installed for security of citizens, Public Address system and LED street lights. AmritSarovar are also there with Boating facility for income generation
- SHG women are taking benefits from the schemes of PRI, team work has been developed in GP.
- Main attraction of Good Governance is GP Sachivalyay equipped with AC and with all basic facility.
- There are no cases of Violence in this GP.
- Technology, Timeline, Transparency, Transformation, Team Work makes this GP in top list of GP with Good Governance

## **Kudumbashree NRO**

- Ashraya is an integrated project aimed at identification and rehabilitation of destitute families.
- Started in 2002 as a follow up of the Kudumbashree initiative to identify the families that had been left out even from the outreach of decentralised planning and poverty alleviation programmes.

- Kudumbashree initiated the Disability Mainstreaming Program Namely Buds. To avoid the sin of labelling and stigmatizing towards the mentally challenged, the school was named as “BUDs”.
- The first BUDS institution was started at Venganoor Panchayat in 2004.
- Kudumbashree is also taking different initiatives for Adivasi's, rights of tribal, and Forest conservation. Kudumbashree is providing training for educated youths for to obtain Government Employment.

### **Pradan NGO**

- Pradan is working for the regular Gram Sabha and active participation of the resident of village panchayats. During the baithak of Gram Sabha issues is being done regularly and Gap identification done accordingly.
- Participatory Rural Appraisal technique is used to map existing resources. After all exercise Gram Panchayat Development Plan is prepared and implementation strategies planned accordingly
- Gram Panchayat Help Desk is prepared for preparation MGNREGA job card and to remove the mediators from the system. Pradan is working for the Conservation of forest and rights of Tribal people and NTFP products. It is also working for the Micro lending system and provide income generation opportunities.

### **Summary**

Participation literally means taking part in some activity. By taking part in an activity an individual or group can exert its opinion and views based on the first hand information about any place, environment or any enabling condition that may be essential for successful implementation of a scheme or policy. In development sphere, it is important to know the local know how to correctly devise and plan schemes compatible with local conditions. Hence, participation is extremely essential in development field to collect local information by involving local people at all stages.

## Technical Session: -2

Efficacy, Accountability, and Transparency in Panchayats for Good Governance

**Chaired By:** Ms. Usha Pol, ADG, MoRD,

**Co-Chaired by:** Dr. Bijaya Kumar Behera, EA, MoPR



The Technical session 2 was held on the topic of Accountability and Transparency in Panchayats for Good Governance. The Session was chaired by Ms. Usha Pol, ADG, MoRD and Co-Chaired by: Dr. Bijaya Kumar Behera, Economic Advisor, MoPR. At the outset, the panelists were welcomed on the stage. Subsequently each of the participating GP's work done on good governance, through efficacy, accountability, and transparency was showcased through video representations.

### 1. Video Presentation of Chemaldari Gram Panchayat-, Telangana,

**Subject of the video** - on *Strengthening Social Audit mechanisms/Audit Online*. Key points of the video of Chemaldari, Telangana movie are as follows:

- The GP inculcates good governance in the Panchayat through adoption of Good Governance practices. It has provided all the election details and LGD code in the eGramSwaraj Portal. Audits of Central and State finance commission grants and OSR are being conducted online. GP has its own website and provides regulative services such as building permissions and trade licenses online. Further the new GP building computer operators have been hired to undertake day-to-day services. The GP is committed towards transparent eGovernance, Digital literacy training provided to the SHG members and youth.

### 2. Video Presentation of Nangole Gram Panchayat: Maharashtra, *Promoting Inclusive Growth and Development through Digital Governance.*

- Towards achieving the goal of being Panchayat with Good Governance, the first step undertaken is to digitize the GP information. Through the GP's Aaple Sarkar

Seva Kendra, information regarding all government Schemes and benefits is made available online to its citizens.

- Yearly four inclusive Gram Sabhas are conducted to discuss all the development-related initiatives. Prior to the Gram Sabhas, Mahila Sabhas and Wards Sabhas are also being conducted.
- GP has implemented all the major flagship central schemes. The GP has made easy accessibility of the scheme benefits to the beneficiaries.
- Based on the instruction from the Ministry, GP collects property card and water tax through QR code. A collective approach of the people of this GP leads to an equal participation in the process of achieving the objectives of Good Governance.

### **3. Video of Chemancherry Gram Panchayat, Kerala**

*Better Financial Management through PFMS/UPI interventions at the Panchayat was presented.*

- The Panchayat is focusing on Good Governance, from 2018 onwards and is ISO-9001-2015 certified. Hence the Service delivery of Panchayat is under strict compliance of the principles of ISO, such as Processing of file, record keeping, delivery process are framed properly.
- Field office is working under single window system where public can file application, lodge complain and make payments as fee and tax. Further the public is entitled to get receipt of every application filed at Gram Panchayat.
- A Functioning Help desk is there that provides assistance to the public, coupled with an online software for maintaining the functions of the Gram Panchayat. Financial Management of Gram Panchayat are maintained through PFMS-UPI.

### **4. Video Presentation of Ishapore Gram Panchayat, West Bengal.**

*Enhancing Own Source Revenue*

- Ishapore, Gram Panchayat has set up an economically sustainable Institution through the means of own source of revenue collection. The earnings come by tax revenue, non-tax revenue, donations and contributions.
- Further the GP has realized that focus needs to be given on Own Source Revenue for running day to day activities of GP.
- Citizen centric activities will be given focus viz. Ambulance, Children Park, Walking road, Street light, ATM etc. Upgradation of amenities and infrastructure of GP Bhawan.

### **5. Video Presentation of Namphin, Sikkim,**

*State/UT interventions of Good Practices in Good Governance.*



- In the process of achieving the objectives of SDGs and becoming the Panchayat with Good Governance, the GP is providing all the services online. Fees are paid using UPI platforms.
- For the welfare of vulnerable groups such as elderly people, women and children various initiatives are undertaken by the GP.
- Through regular conduct of Gram Sabhas and active people's participation, various government schemes, and development initiatives are discussed, and rightful beneficiary selection is undertaken. Further, through social audits, feedback and monitoring of the initiatives are also undertaken.

#### **6. Video Presentation of Madan Bitaw Gram Panchayat, East Khasi Hill, Meghalaya**

*Efficacy, Accountability, and Transparency in Panchayats for Good Governance.*

- Madan Bitaw GP maintains record of all documents for effective official management. All the registers are maintained properly for ease of work. It helps in the effective functioning of different works.
- GP has promoted the Self-Help Group and organise different skill training in various entrepreneurship skills. Convergence is another key strategic area to implement and monitor different flagship schemes for comprehensive development of the village.

The movies were followed by a Question and Answer with the panelists wherein the GP's representatives answered questions regarding their achievements in the domain of good governance. The session ended with a vote of thanks to the panellists and their felicitation.

### Technical Session:-3

New Interventions at Panchayats for Good Governance

**Chaired By:-** Shri Vikas Anand, Joint Secretary, MoPR

At the outset of the session the training module on ISO Certification of Panchayats was released by the Shri Sunil Kumar, Secretary, MoPR.

Post the release, a presentation on the '**Review of Framework of Implementation of the Panchayat Development Index (PDI) and Panchayat Ranking System**', was presented by Shri Vikas Anand, Joint Secretary, MoPR.

The presentation emphasized on the need of evidence-based planning at the GP level. As Gram Panchayats are an important unit of planning and execution of schemes, PDI will give the GP's a data driven planning mechanism, leading to a unified development at the grassroots level. Currently GP's have showcased an increase in demand for better quality of service delivery, this can be fulfilled only by the optimum utilization of resources and informed strategies for attaining SDGs. Shri Anand, emphasized the following key points as follows:



- India has committed to achieve SDGs by 2030 and the Ministry has taken forward the goal of attaining SDGs with PRIs by Localization of SDGs through 9 themes. Panchayats are Central to attaining 2030 Agenda of SDGs and Panchayat Leaders role is extremely important in this initiative.
- Panchayat Development Index (PDI) measures the progress of LSDGs in Panchayats. It is a computation based on important local indicators and informs about development levels in rural India. It further measures incremental progress on LSDGs through scores achieved by Panchayat over successive years and provides grading of Panchayats based on their performance towards the achievement of LSDGs.
- PDI will provide a new paradigm in evidence-based planning, which requires a wide variety of data availability & Collection Exercise, on the lines of huge data volume, consisting of 631 data points, 577 indicators and data interpretation & analysis of over 2.5 lakh GPs. Leading to a constant Data validation mechanism.
- A clear role assignment for data validation will be needed at three levels such as at the level of Block Level Officers, District Team and State Team. Block Heads will validate the GP wise data mapped to their department, followed by the district team who will further validate the GP wise data received from BDOs, subsequently leading to the State Team who will further validate the data received from District.

## Presentation on Meri Panchayat Application

The Presentation on Meri Panchayat Application was conducted by Shri Sunil Jain, DDG, NIC MoPR. A Paradigm Shift from Web-based Applications to Mobile Based Smart Applications is the need of the hour, with PC based applications having numerous limitations that can be circumvented. Challenges of using PC's are that PC's can be accessed by a multiple number of people. Additionally, a PC will bound the user on a desk with limited security features. A Mobile App, on the other hand will have many benefits, such as:



- Convenience of use
- Available with majority of target users
- Multi-layer security: Bio-metric: Fingerprint, Face, Forensic friendly
- Always On, 24X7 Access, Auto OTP Read feature. Always sign in
- GPS, Geo-fencing, Enhanced Security, Identity of user can be easily established.
- Camera – Geo-Tagged photos
- Offline operations, excellent solution for field level data collection.

A Mobile based governance platform can be further utilised to Transform panchayats into Smart Panchayats Providing App based platform to the Panchayats. The app will further enhance public participation indecision making and development planning, by facilitating transparency in all functions & operations of PRIs. It will enforce accountability in decisions and fund utilization and tool for Social Audit of works and beneficiaries.

Details of how the app works is presented in terms of login, navigation and menu system, multilingual support, information sharing on the app, social audit, e-payment orders, registered complaints, citizens charters, funds, etc.

## 1. Presentation on Progress of States in Quality Standards / ISO Certification

The presentation on Progress of States in Quality Standards / ISO Certification was made by Dr. Joy Elamon, DG KILA. At the outset of the presentation, the progress on ISO Certification at the GP level was presented. Further Dr. Elamon, presented a way forward for the States, wherein a Gap Analysis of detailed report submission with OSR opportunities is to be submitted. Followed by a formation of Coordination Committee at all 3 levels (Line Dept.). Preparation of DPR for each GP as per the Gap Analysis Report to facilitate better coordination and analysis. Further States are to facilitate exposure visits to Kerala and prepare ISO Documents. As on August, 2023, MoUs have been signed with the States of Sikkim, Nagaland, Andhra Pradesh, Tamil Nadu, Tripura and UT of Dadra Nagar Haveli for the purpose of ISO Certification.

## **2. Presentation on Service Level Benchmarks**

The fourth presentation on Service Level Benchmarks was made by Shri Manish Wasuja, UNICEF. Presentation made a case as how the Water, Sanitation and Hygiene (WASH) sector is moving from infrastructure creation to sustainable service delivery by an improved quality of life; thus the need of the hour is an effective planning for sustainable services, that will impact the investment needs. A robust quantifiable service level benchmarks (for planning, setting targets, monitoring, and assessing performance) and their regular self-assessment is required in the domain of the WASH sector, now. This is to be further coupled with professionalization of O&M services (ensuring professional management of WASH services to achieve benchmarks; to ensure high quality services). The document developed by Ministry of Panchayati Raj with the support from UNICEF contains these essential ingredients for ensuring the quality of services by GPs in WASH sector.

The Session ended with the Vote of Thanks.



**Day: -2**

**Date: - 22.08.2023**

**Technical Session:-4**

Citizen charter, Service delivery at grass root levels

**Chaired By:-** Dr. Chandra shekhar Kumar, Additional Secretary, MoPR



The Panel – IV was chaired by Dr. Chandra Shekhar Kumar, Additional Secretary, MoPR, Gol along with other panellists. During the session, videos of best practices from States of Himachal Pradesh, Chhattisgarh, Tripura, Karnataka, Kerala, Telangana were played to motivate and create awareness among the participants about the importance of citizen charter & service delivery at grassroots levels. Various key issues were highlighted through video presentation of States viz. after adopting the Good Governance initiatives how the life of citizens become easy - effortlessly availability of various services like Aadhar Card, MNREGA job card, Birth and Death Certificate, Ration Card etc. Further, it has also checked the rent seeking in public services to an extent. State-wise details of video presentation is as under:

**1. Best Practices/Promotion of Technology-driven Service Delivery Mechanisms. Basantpur GP, Himachal Pradesh.**

**Summary:**

- Villages across HP have been provided computer and internet to all Gram Panchayats. Taking it forward, Basantpur Gram Panchayat (GP) of Shimla District, has set high standards in the field of Good Governance.
- Prior to this Good Governance initiative, the GP was facing issues with service delivery for its citizens such as long waiting time, lost documents and corruption

but after introduction of good governance initiatives of the GP, things have improved drastically for the citizens.

- Basantpur GP provides all its villagers with online access to all Government records and documents like Aadhar Card, Parivar Nakal, MNREGA, Birth and Death Certificate and Ration Card.
- As on date 520 family records 850 MNREGA cards, 817 ration cards have been provided to the villages. Online system has introduced great efficiency in the system and provided services to the villagers at a faster speed.
- Moreover, the local population was educated about the benefits of using online facilities. In the last 5 years there has been tremendous development, ensuring transparency and accountability by creating a Citizen Charters and Standing Committees. All revenue documents of the Panchayat are digitized and details are updated on the e-Gram Swaraj portal to create awareness and empower every citizen to seek accountability, thus leading to a holistic development for the GP.

## **2. Rollout of citizen Charters by GP: -Patora, Chhattisgarh**

### **Summary:**

- Citizen Charter is being implemented by GP. The birth/death certificates, marriage certificate, RTI reply is being provide in GP office as per prescribed timelines.
- Registration of Ayushman card, Aadhaar Card, Pan Card is being carried out in the GP office itself.
- The services of financial transaction through Aadhaar card is also being provided in the GP office, which is very convenient for the elderly people.
- CCTV Camera has been installed at around 36 places in GP, which is very useful for preventing crime in the GP.
- GP has been endeavouring to provide various service / facilities to last people of GP.
- GP has been organizing Gram Sabha, Mahila Sabha and Ward Sabha as per guidelines and monthly meeting of existing 5 Standing Committee are being organized regularly.
- Social media is being utilized for dissemination of information for Gram Sabha.

## **3. Rollout of citizen Charters by GPs, Uttar Majlishpur, Tripura**

### **Summary:**

- Uttar Majlishpur is working with an aim of Improvement of Governance and Development to achieve Sustainable Development Goals. With the internet

facilities at the Gram Panchayat Office, all the citizen charter service is being provided to the villagers.

- All the villagers have adopted digital transaction system and transaction is being done with QR code only.
- Common Service Centre is available in the Gram Panchayat and all the citizen services are available.
- Gram Sabha/Bal Sabha/Mahila Sabha is held regularly and the issues are discussed and addressed at the Gram Panchayat level only.
- Gram Panchayat Development Plan is being prepared with the convergence of line department
- Basic infrastructure is available in Gram Panchayat.

#### **4. Awareness generation strategy using IEC and Social Media platform for Development Change communication& transparency, Ponnampet GP, Karnataka.**

##### **Summary:**

- In Karnataka, Kodagu district is naturally rich and geographically diverse. Further Ponnampet GP, under the Kodagu District has its own rich history and was visited by Mahatma Gandhi in 1934.
- The Gram Sabha Office has also been equipped with a meeting hall with digital facilities. Bapuji Seva Kendra, Public Grievance Redressal Centre and Banking Corresponding system all provide service to the citizens.
- GP has modern office facilities combined with basic amenities like clean drinking water, separate ladies and gent's toilets, disabled friendly toilet with ramp facility. The GP is also well equipped with modern facilities like 4 computers, 3 printers, high speed internet, 8 channel CCTV system and a telephone for the office work to run smoothly.
- Additionally, the GP has a roof top solar system with a capacity of 4KWh electricity generation for the office operations.
- In order to maintain complete transparency of public service, all information including mobile numbers of elected representative, information of standing committees, details of minimum rates to be paid by the public for availing various services have been put on display in GP .
- Another merit of this GP is digitization of all office functions as per the government norms. Online services are given more preference to achieve paperless services, cashless transactions, UPI based QR, POS tool system, PS based payment systems are provided for tax collection, works and bill payments. GP Services are provided via Panchtantra 2.0 software.
- The GP also boasts of an active social media handle and informs about various schemes of the government and daily activities of the Panchayat to the public. It has its own website and a separate email has been kept active for redressal of public grievances.

- The GP's Sabhas are being conducted timely, recorded, stored digitally and broadcasted in the media. Ponnempet GP has maintained transparency in the financial management system and audits of financial accounts are done at the end of the financial year.
- GP has been set up with a well-equipped Digital library for the benefit of the people and school students. Here more than 2000 books, monthly magazines and daily newspaper are available for the readers. 2 computers with internet access, printer, smart tv, 4 android smart phones and free WIFI facilities are provided to help the digital readers. Digital library and Information center has provided readers access to more than 60000 ebooks. The GP has received various awards for its achievements.

#### **5. Need for service level benchmarks for Public Service Delivery by PRIs. Gram Panchayat, Kadirur, Kerala.**

##### **Summary:**

- Kadirur Gram Panchayat has got ISO Certification in the year 2023 for ensuring quality service delivery to the citizen of the village and incentivized as Best Local Government in the District.
- The Grama Panchayat has adopted structured system for providing quality services.
- Grama Panchayat office is equipped with basic facilities like internet facilities, Wi-Fi connection, safe drinking water, meeting hall, digital record room, separate toilet facilities for men and women, ramps for differently able person, newspaper & television, citizen facilitation center to provide every possible service to the villagers. It has front office for the visitors as a single window system for hassle free services with latest technology.
- Front Office of the Panchayat receives applications, tax & non-taxes and all these services are entered through technology like ILGS system which ensures digital fund transfer and time bound services with adequate digital infrastructure.
- Grama Panchayat has enabled BHIM-UPI based digital payment system.
- Separate childcare unit is available for the mother & children to promote child & women friendly panchayat.
- GP has updated public information board with detailed information of different schemes /beneficiaries of the Government for proactive disclosure GP has prepared citizen charter/ information directory for timely delivery of different services. This helped to create awareness to the citizen on different services.
- Panchayat owns auditorium for organizing all social, cultural functions.
- Panchayat rent office space to the Self Help Group
- Gram panchayat provides disaster management equipment's to the disaster team



- Harith Karma Sena Volunteer collect waste from house and disposes to separate place to ensure clean village
- Panchayat organized global gram sabha to ensure greater participation of every voter in the gram sabha

## 6. Innovation in Public Service Delivery and GP Development Gram Panchayat, Palair, Telangana.

### Summary:

- To enhance the service delivery mechanism, eGovernance plays a key, which the GP has achieved. GP has digitalised all its records in eGram Swaraj Portal and ePanchayat Portal. This has also made it easier for citizens to access information on various government schemes and benefits, Health Records are maintained in several state-run and Poshan Tracker portals. Online services such as payment of taxes, bills, and insurance are made online without even visiting the GP office.
- Issuing of certificates is done through eSeva portal. Infrastructure documents are issued through ePanchayat Portal. Palli Pragati for daily attendance and maintenance.
- Through CSC and Digital India Programme, computer training is provided to improve digital literacy. Necessary skill training on eGovernance mechanisms and technical skills are provided to staffs through collaborative efforts of line departments.

## 7. Presentation by Shri Sunil Jain, DDG (NIC) on Meri Panchayat:

Shri Sunil Kumar Jain made a brief presentation on “Meri Panchayat” Mobile Application and highlighted why the focus has shifted from web-based application to Mobile based Smart Application. It was informed that the PC application has some limitation viz. PC are personal and any one may use/ access it and a desk is required & also limited security features. However, Mobile Apps has various benefits like:



- It is a personal device, smart applications were available and easy to use.
- It is available with majority of target users.
- Multi-layer security is available like- Bio-metric, finger print, face identification etc.
- 24\*7 access, auto OTP read facility is available.
- GPS feature available, Geo-tagging, enhanced features etc were available on mobile.

### **Various features of Mobile App also highlighted:**

- It is a single common platform for citizens and functionaries of Panchayats.
- Integrated with all system and database of MoPR.
- User to register on this Mobile application.
- User login needs to be done
- It is a location based Service.
- Information dissemination
- Review and rating of work plan activities
- Multi lingual facility is also available

### **Objective of Meri Panchayat App:**

- Simplified interface for dissemination of information related to-
  - Functions, Processes, Activities and Works of Panchayats on a Smartphone.
  - Being maintained in different portals.
  - Public first approach.
- Mobile based governance platform to Transform panchayats into Smart Panchayats.
  - Provide App based platform to offer basic Services offered by Panchayats.
- Smart Governance by offering location based services.
- Enhance Public Participation in-
  - Decision making
  - Development Planning (GPDP)
- Facilitate Transparency in all functions & operations of PRIS.
- Enforce Accountability in decision and fund utilization etc.

**Technical Session: -5**  
Best Practices from UT of J&K on Good Governance  
**Chaired by: - Smt. Mandeep Kaur, Secretary & Commissioner, J&K**

The Technical Session 5 of the National Thematic Workshop on Good Governance was mainly focused on the Best Practices of the UT of Jammu & Kashmir on Good Governance, which was Chaired by Ms. Mandeep Kaur, Secretary & Commissioner, RD&PR, J&K. During the session following presentation was made by different officers of different department of UT of J&K.

### **1. PM Gati Shakti in J&K:**

It is a multi-model programme for integrating all Departments under one platform to save time in project execution, minimize capital investments and optimize investments to ensure integrated infrastructure project planning and implementation with focus on expediting work, cutting costs, and creating jobs.

- J&K has notified institutional mechanism on 18th May 2022 and created groups namely Empowered Group of Secretaries (EGOS), Network Planning Group (NPG) and Technical Support Unit (TSU).
- 30 UT Departments are onboarded on the portal.
- Department of RD&PR has uploaded more than 05.73 Lakh asset details on PM-Gati Shakti Portal under 15 different Layers in Water Conservation, Office Building, Panchayat Ghar, Playground & Park, Rural Connectivity, Amrit Sarovar, PMAY-G, SBM-Community Compost Pits, etc.
- Public Works Department, Education Department, Health Department, Jal Shakti (PHE) Department, Forest Department have also uploaded asset details.

### **2. Aspirational Panchayat Development Programme (APDP) in J&K**

- APDP has been conceived for equitable and inclusive development.
- 100 Parameters/Indicators have been fixed for selecting and monitoring the APDP.
- These 100 measurable indicators (KPIs) have been identified across 9 Sectors namely Agriculture & allied Activities (6 indicators), Health & Nutrition (11 indicators), Education (13 indicators), Rural Development & Sanitation (7 indicators), Individual Beneficiary Oriented Schemes (4 indicators), Skill Development (4 indicators), Basic Infrastructure (17 indicators), Environment (5 indicators), & Good Governance (33 indicators), which are providing insight of existing status and will also capture incremental progress over a period of time.
- On the basis of importance of these sectors, weights had been assigned to each sector and sub-indicators as per relevance in the life of rural population.
- 285 Aspirational Panchayats have been selected in consultation with the District Development Commissioners concerned.

- Additional Financial Assistance of Rs.10.00 lakhs is being provided to each Aspirational Panchayat (285) under District Plan during 2023-24 for bridging the gaps.
- APDP Dashboard has been developed by IT Department for monitoring & generation of Panchayat Development Index whereunder Panchayats shall be ranked on monthly basis.
- B2V4 Visiting Officers have been appointed/nominated as Prabhari Officers for concerned Panchayats. The Prabhari Officers shall guide & Mentor the Panchayats, support and monitor all developmental activities.
- These Aspirational Panchayats are being developed through convergence of various ongoing District/ UT Schemes and Centrally Sponsored Schemes/ Programmes.

### **3. Need for Capacity building and training of PRIs in Jammu and Kashmir:**

- 3 tier Panchayati Raj system is relatively new for J&K, thus necessitating the training of PRIs to ensure effective leadership.
- Enhance the governance capabilities of Panchayati Raj Institutions (PRIs) to deliver on the Sustainable Development Goals (SDGs).
- Empower PRI members to excel in participatory planning, fundamental operations, and successful implementation of various initiatives.
- Improve e-Governance initiatives within Panchayats to optimize the functionality and service delivery.
- Exchange of best practices among States/UTs through exposure visits, fostering cross-learning opportunities.
- Extensive training conducted over last 2 years covering 32,000+ PRIs, field line functionaries, and others.
- 1000+ Master Trainers trained on various subjects through eminent Resource persons.
- 8000+ PRIs taken on Exposure visit outside UT for cross learning.
- Contents on 9 thematic goals/LSDG, PDP, E-Governance and other topics have been prepared in three languages which includes PPT, examples from other states, small video clips, AVs by IEC team, case studies, JK specific localization etc.

### **4. Good Governance initiatives in J&K:**

- Public Service Guarantee Act (PSGA) has been notified with the objective to increase transparency and public accountability, empowering general public to enforce upon the administration their right of receiving prompt delivery of public services on various fronts of day-to-day life importance within a specified timeline, reduce the gap between Administration and People, nurture good governance and curb red-tape. Rights under the Act are:
  - Access to the public service within stipulated time in transparent manner;



- Enforce accountability of the Designated Officers for any lapse/deficiency in service; and
  - Avail compensation for non-providing or deficiency in service
- Digi-Dost (Doorstep delivery of services), CSC-Aadhaar Seva Kendras at Block Level, on-boarding of 300 services on auto appeal system and Digi Sahayak, a multilingual chatbot to provide improved citizen-centric services to the people has been put in place.
  - E-Compendium portal having list of completed works and are put in public domain.
  - The Digital India Land Records Modernization Programme (DILRMP) is launched by Government of India in August 2008-09, aimed to modernize management of land records, minimize scope of land/property disputes, enhance transparency in the land records maintenance system, and facilitate moving eventually towards guaranteed conclusive titles to immovable properties in the country.
  - JK-IGRAMS has been developed to enable citizens to register their grievances and seek redress/ answers from the concerned departments. An attempt has now been made to provide a single window for lodging; channelizing and tracking the grievances by integrating it with Govt. of India's CPGRAMS on top and District Grievance Cells of all 20 districts at bottom.
  - Further, toll-free Call Centers have been set up for providing an alternate medium to the citizens to register their grievance at district level.
  - Budget Estimation Allocation Monitoring System (BEAMS) web portal hosting all the works being executed in the UT is designed to capture the flow of funds to each individual project under execution on a real-time basis.

## **5. Carbon Neutral Panchayat in J&K:**

- Palli Panchayat passed the resolution on the adoption of two SDG themes; Water sufficient Village and Clean & Green Village.
- 500 KW solar plant installed with the funds of 14<sup>th</sup> FC. It generates 2000-5000 units of power which helps in the reduction of 4470 tonnes of CO<sub>2</sub> per annum. (1kw solar plat=33 trees plantation). Palli has 29 transformers worth 2.54 mw capacity. Rate =0.66/unit agriculture).
- 100 solar streetlights installed out of PRI grants. This helps in reducing CO<sub>2</sub> emission of 4.54 tons per annum and results in saving 4381 units of electricity.
- 50 solar pumps installed under PM KUSUM scheme of MNRE through S&T department. This will help in the irrigation of 5hp each by 2024.
- Creation of an online portal for creating emission inventory for formulating the carbon neutral plan for 4291 GPs.
- Some digital initiatives proposed are as under:

- To launch online contractor registration & e-billing system to bring transparency in Planning, Reporting, Monitoring & Evaluation and Work based Accounting through e-Billing System.
- Carbon Neutral Panchayat for creation of an online portal for creating emission inventory for formulating the carbon neutral plan for 4291 Gram panchayats.
- Mobile Sewa: A system of sending bulk SMSs to all members of the Gram Sabha intimating them the time & venue of the Gram Sabha, in the districts of Srinagar and Samba.

### **Concluding Session Address by Shri Sunil Kumar, Secretary, MoPR**

Union Panchayati Raj Secretary appreciated the active participation of all the participants in the workshop and congratulated them for thought-provoking discussion and opinions to establish good governance in the Panchayats.

He stated that in the last 30 years journey of local self-government, many momentums have been created to strengthen the institutional capacity of Panchayati Raj Institution to deliver good governance to ensure accountability and transparency. Panchayat Election is taking place to strengthen the grassroots democracy, people can give their decisions in the development of the village through their active participation. In 21 States, 50% reservation for women in Panchayat is another landmark progress towards women participation in governance. Profile of the Elected Representatives with respect to age, educational qualification etc. is changing. Indian Youth is aspiring for change in the system of the governance to improve the quality of services.

Technology plays a significant role in developing villages with good governance. It has a multiplier role to change the governance of the system. We are living in a dynamic world, in the last 10 years changes occurred at a fast pace and it is hoped that in coming years, advanced changes in various fields will happen to support the PRIs as a local self-government. In different unprecedented situations, Local Self Government plays an important role in the development of a village; providing services to the citizens to combat the difficult time. The dynamic nature of the Elected Representatives will play a positive change in the PRI system. India will be a developed country if the local self-government, both in rural & urban areas, is mandated to strengthen.

He also expressed that Technology, Panchayat Development Index, Service Level Benchmark are part of this dynamic change. In the Digital Transformation, India has put a mark in the world. It is observed that the use of technology has been depicted in all exemplary cases of the Panchayats. Technology is a tool to bring changes to the system. Developing leadership skills in youth is another significant aspect of developing nation. Leadership quality will help to ask/raise the right questions, required for the pillars of good governance.

Many systems have been institutionalized to empower the PRIs in delivering good governance through the lens of teamwork, transparency, technology, timeline and transformation. 9 Themes of Localization of Sustainable Development Goals showcased best practices adopted by the Panchayats through innovative models.

Ministry plays a role of facilitator in taking all stakeholders to lead the path of vision of development. Panchayats can achieve the different dimensions of development to achieve their local goals. Jammu and Kashmir has highlighted many success stories in developing & bringing positive changes in Panchayats.

He also expressed heartfelt congratulations to the Government of Jammu and Kashmir for organizing the workshop, which helped to provide a platform to showcase the base practices of the Panchayats and also trigger the exchange of learning among each other.

**Day: -3**  
**Date: - 23.08.2023**

UT Administration organized field visit for the participants of National thematic Workshop on Good Governance held at Srinagar during 21-23 August 2023. Total 12 Teams were formed in which approx. 500 participants visited the Gram Panchayats of Razwan, Choon, Sheikhpura, Ichgam A, Ichgam B, Ichgam C, Syedpora, Khimber, Fakir Gurjee A, Fakir Gurjee B, Dara, Block Harwan. With the objective of learning by doing, all the participants visited the Gram Panchayat Bhawan, Community Centre, Agriculture complex, Common Service Centre, Amrit Sarovar, Markets and Hats, Horticulture Centre etc. The participants interacted with the residents of the panchayat and exchanged the practices followed by GPs throughout different states of India. The participants were briefed about the different funds received by the panchayat. The participants were also briefed with the role of different functionaries of panchayats.



Team also visited the Dachigram National Park and watched the movie on wildlife and planted the tree with sankalp that they will continue the plantation Abhiyan in their respective Gram Panchayat. The participants were briefed about the remarkable developmental work taken up by the Panchayat since its inception.



The Participants were welcomed by the DDC member and Deputy Sarpanch upon arrival and after that the participants were briefed about the design and drawing by Executive Engineer R.E.W Srinagar and briefed Constructed under Aspirational block developmental programme 2022-23 consisting of 5 rooms to serve combined utility of Anganwadi and Health care Centre.

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**MINISTRY OF PANCHAYATI RAJ**

GOVERNMENT OF INDIA