



Proceedings: Panchayat Sammelan on Ease of Living: Enhancing Service Delivery at Grassroots

22nd October 2024

at

NIRDPR, Hyderabad, Telangana

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1. Introduction

The workshop on Panchayat Sammelan on Ease of Living: Enhancing Service Delivery at Grassroots was organized under the chairmanship of the Secretary, Ministry of Panchayati Raj (MoPR) at the National Institute of Rural Development and Panchayati Raj (NIRDPR) on 22nd October 2024. The workshop intended to deepen service delivery at the grassroots, ensuring ease of living and quality of life in rural India. The focus of the workshop was towards the ensuring doorstep delivery of services to rural residents, along with enhancing transparency, and reducing bureaucracy in service delivery. The theme, "Meri Panchayat, Mera Adhikar, Jan sewaye Hamare Dwar," underscores the Government's commitments to empower Panchayats and ensure accountability in service delivery.

The program was also broadcast live via Bhashini in 10 languages: Bengali, Gujarati, Hindi, Kannada, Malayalam, Marathi, Odia, Punjabi, Tamil, and Telugu, illustrating the Ministry's dedication to effective knowledge dissemination across diverse linguistic communities.

The event had the participation of officials and elected representatives from the State Governments of Andhra Pradesh, Gujarat, Jharkhand, Madhya Pradesh, Mizoram, Odisha, and Telangana, as well as officials from the Wadhvani Foundation, NIC, Bhashini, and UNICEF.

2. Session I: Inaugural Session

The event commenced with the traditional lighting of the lamp by the distinguished guests, followed by honouring the dignitaries with bouquets, shawls, and mementos.

The programme started with welcome address by Shri Alok Prem Nagar, Joint Secretary (Governance), MoPR, in which he extended a warm and gracious welcome to all distinguished guests and delegates. He highlighted the successful operationalization



of NIC Service Plus and its seamless integration into Panchayati Raj programs. He drew attention to the collaborative endeavours with UNICEF and the Wadhvani Foundation aimed at improving service delivery, specifically through innovative platforms like RapidPro Report that facilitate public engagement. He underscored the importance of involving elected representatives to foster a sense of ownership in the processes.

Shri Lokesh Kumar DS, Principal Secretary, Panchayati Raj Department, Telangana, subsequently delivered his Opening Remarks. He illuminated the disparities in service provision between urban and rural local bodies, underscoring the pivotal role of technology in bridging these gaps. He highlighted Telangana's commendable progress in digitalizing services, including the implementation of a daily grievance system and making essential services accessible online. He strongly advocated for a citizen-centric approach to governance, aiming to minimize the need for citizens to visit offices for service delivery.

Dr. G Narendra Kumar, Director General of NIRDPR, Hyderabad, in his opening remarks, highlighted the persistent issue of a low-level equilibrium trap hindering service effectiveness and urged State Governments to establish regulatory bodies dedicated to setting and maintaining high standards for service delivery. He proposed outsourcing services to panchayats, leveraging 90 lakh Self-Help Groups (SHGs) involving 10 crore women to improve efficiency. He pointed out NIRDPR's commitment to developing guidelines for Panchayat citizen charters, emphasizing their implementation at the Gram Panchayat level and the importance of monitoring services through IT systems, accessible via mobile phones.

Discussing the Sevottam Framework, he outlined steps such as defining services and identifying beneficiaries, setting delivery standards (e.g., the Jal Jeevan Mission), enhancing organizational capabilities at the panchayat level, and ensuring performance aligns with benchmarks. Regular performance monitoring and the need for independent evaluations were stressed, referencing Kerala's 2022 working group on service delivery systems. He also advocated for a citizen-centric approach to service delivery standards.

He shared best practices from Kerala's Planning Board Working Group, including strengthening decentralization, establishing clear service standards, engaging citizens in planning and monitoring, and providing continuous training for local government officials. He emphasized technology integration through e-governance, ensuring transparency and accountability with social audits, and focusing on inclusive service delivery for marginalized

groups. Discussions included performance monitoring systems, financial autonomy for local resource generation, partnerships for service improvement and sustainability.

Additionally, Director General NIRDPR presented Karnataka's Panchamitra Initiative, enabling citizens to access services through WhatsApp and lodge complaints about issues like water supply and property tax. He noted challenges like limited citizen awareness and the need for integration with existing grievance redressal systems. Out of 728 complaints lodged shortly after the initiative's launch, only 242 were resolved by the end of March, highlighting resolution difficulties. He suggested a national-level IT system with State and Panchayat customization and a no-code/low-code initiative for easy customization of IT systems for panchayat service delivery. He concluded with plans for further discussions on these recommendations, exploring opportunities for capacity building, and technological integration in local governance.

3. Keynote address by Shri. Vivek Bharadwaj, Secretary, MoPR on Enhancing Service Delivery by Gram Panchayats

Shri. Vivek Bharadwaj, Secretary, MoPR in his keynote address on Enhancing Service Delivery by Gram Panchayats eloquently reflected on India's rich historical context, underlining the deeply ingrained culture of duty and responsibility that drives the country's governance and community initiatives.

He noted that in the 1960s and 70s, people used to wait in long queues for services, which has improved with technology, though mainly in urban areas. He pointed out a critical barrier to tax payment: citizens often do not pay taxes because they feel they are not receiving adequate services in return. He cited the example of Surat, which transformed from one of the dirtiest cities in India to the top-ranking city in the Swachh Bharat initiative in 2023. This turnaround was achieved by initially focusing on cleaning affluent areas, thus improving service delivery to collect taxes, which were reinvested to improve services in poorer neighbourhood. He emphasized that providing services first is essential to encourage tax payment.

Shri. Vivek Bharadwaj highlighted that while 2.5 million birth certificates were issued in Uttar Pradesh, many rural residents remain unaware of this service. He added that a demonstration to the Panchayat Web Series creative team was presented, showcasing the various services provided in rural areas through mobile applications. The app facilitates access to Panchayat accounts and planning initiatives and promotes transparency in governance. They were fascinated by the comprehensive features and functionalities displayed. He noted disparities in online service availability across states, emphasizing the need for access, equity, and quality, principles that have been relevant since 1947.

Discussing technological infrastructure, he mentioned that over 35,000 Gram Panchayats lack computers, but efforts are underway to ensure that most GPs will receive computers within the next 3-4 months. He stated that the workshop was designed to encourage participants to seek opportunities for improvement.

Shri Vivek Bharadwaj emphasized the potential for South-South cooperation, positing that India's SVAMITVA model and panchayat system could serve as beneficial frameworks for other countries. He announced that MoPR plans to invite representatives from 20 nations to showcase these exemplary models in the coming months. He urged states such as Telangana, Kerala, Andhra Pradesh, and Karnataka to spearhead this cooperation within India, with MoPR offering the necessary support. Additionally, he noted that by leveraging Digital Public Infrastructure such as RapidPro for reaching out to the grassroot level panchayat functionaries we may be able to know the quantum of time spent by them on various activities

as well. This will enable us to make informed decisions regarding the day-to-day functioning of Panchayats. Furthermore, he called on organizations such as UNICEF, the Wadwani Foundation, and other NGOs to provide these essential services. He stressed the importance of addressing responsibilities outside the Mysore Declaration, noting the challenges of implementing changes at the ground level compared to the ease of conducting conferences. With the available technological resources, he emphasized the importance of not leaving any state behind in service provision. He concluded by reiterating the shared responsibility to eliminate long queues and improve service accessibility for all citizens.

4. Session II: Presentation by States on Service Delivery: Challenges and Opportunities

Moderated by: Shri Alok Prem Nagar, Joint Secretary (Governance), MoPR

In Session II, moderated by Shri. Alok Prem Nagar, Joint Secretary (Governance) of the Ministry of Panchayati Raj (MoPR), various states presented the challenges and opportunities in service delivery. He emphasized MoPR's commitment to strengthening rural local governance since the National Panchayati Raj Day in 2022. He highlighted the thematic support of nine localized Sustainable Development Goals (SDGs) and mentioned programs like the RGSA, PDI, e-Gram Swaraj, and the SVAMITVA scheme, which provide programmatic support. He noted the significant number of local governance bodies, including 2.55 lakh Gram Panchayats, 16,189 Tribal Local Bodies (TLBs), 6,711 Intermediate Panchayats, and 665 District Panchayats, all comprising over 46.41 lakh Panchayati Raj representatives.

He outlined key service delivery landmarks, starting with the Action Plan for Effective and Responsive Government adopted in May 1997, followed by the Right to Public Services Act introduced in 2011, which guarantees time-bound service delivery and grievance redressal. The Mysuru Declaration in November 2021 launched a citizen charter campaign aimed at providing seven core common services through Panchayats, such as birth, death, and marriage certificates, construction/ Building permits, and services related to MGNREGA and TPDS. Seventeen states signed this declaration, amending various acts to ensure the delivery of these services both offline and online.

Shri. Alok Prem Nagar provided an update on the current status of service delivery and noted that it would help develop programs and guide partners in their tasks. He shared insights from different states regarding the analysis of service delivery, emphasizing the need for Panchayats to transition from being service stakeholders to service owners, particularly in Andhra Pradesh, Gujarat, Jharkhand, Madhya Pradesh, Mizoram, Odisha, and Telangana.

Each state presented specific amendments to the Right to Public Services and Panchayati Raj Acts to empower Gram Panchayats to manage various services online, including birth and marriage certificates, MGNREGA services, and TPDS. Identifying resources for beta group formations and nodal officers for service delivery was also discussed.

Shri. Alok Prem Nagar stressed the importance of legislative and procedural changes to facilitate grassroots service delivery, noting that while many states have provisions for property tax collection, operational guidelines are still needed. He highlighted the necessity of clearly defining the roles and responsibilities of Gram Panchayats in the service delivery process and emphasized the digital transformation of offline services to online platforms, making them more accessible.

In conclusion, he remarked on the importance of making Panchayats the epicentres of governance and service delivery, recognizing their challenges. He called for expanding the

scope of online services, ensuring that citizens can access services in their preferred language, and acknowledged the critical role of Panchayats in delivering services to the rural population.

i. Experience sharing by Andhra Pradesh

Andhra Pradesh, with a rural population of 3.54 crore, has implemented a range of services delivered at the Gram Panchayat level. A total of 45 services are offered, with 24 services where the Panchayat acts as a stakeholder and 21 where it acts as an owner. Out of these, 27 services are available online, while 18 are offline.

The services provided by the Panchayat as an owner include issuing death, birth, and marriage certificates, trade licenses, construction/ Building permits, and No Objection Certificates (NOC) for small industries. Additionally, the Panchayat is responsible for the sanitation of public places, property tax assessments, transfer of property ownership, welfare pensions for the elderly, widows, and the disabled, maintenance of streetlights, burial grounds, village roads, and issues related to internet services and drinking water. They also handle the individual household waste collection and transportation, provision of drinking water for livestock, and sanctioning of water supply connections.

Online services include issuing various certificates, job cards under MGNREGA, and applications for pensions and ration cards. The Panchayat Raj Act of 1994 has defined officials' roles at the Panchayat level.

Since 1999, Andhra Pradesh has been delivering online services, with the introduction of the Meeseva platform in 2011, which centralized various services under one umbrella, incorporating digital signatures and service level agreements. The AP Seva portal, launched in January 2022, is a unified solution for all services provided by the Government of Andhra Pradesh, offering 465 services and facilitating 7.86 crore transactions. This portal employs advanced cloud technology based on Microsoft Azure and operates on a microservices architecture.

The AP Seva portal provides numerous advantages, including application status tracking, real-time notifications, and specifying reasons for application rejections. Future plans include WhatsApp-based service delivery, where beneficiaries can pre-fill applications by entering their Aadhaar card number.

The portal features services across various Departments, such as Agriculture, Civil Supplies, Fisheries, Health, and Transport, totalling 465 services. A citizen charter is prominently displayed in every Panchayat building, detailing services provided and expected delivery times.

The State plans to deepen service delivery through the SWARNAPANCHAYATS initiative, with a new portal currently under development. Best practices have been observed in Kollipora Gram Panchayat in Guntur and Karlapalem Gram Panchayat in Bapatla, which have excelled in citizen service delivery since establishing the Village Secretariat System.

Regarding the status of own-source revenue, data shows an increase in both tax and non-tax revenues from the 2022-23 fiscal year to 2023-24, indicating a growth in financial health at the Panchayat level.

The "Meri Panchayat, Mera Adhikaar – Jan Sevaayein Hamaare Dwaar" campaign has seen Panchayats conducting structured Gram Sabha meetings to finalize their Citizen Charters. Nodal officers have been appointed at various levels, with 100% completion for District and Block Panchayats and 99% for Gram Panchayats. Advisory issues regarding the preparation

of Citizen Charters have been completed, with 80% of the charters prepared and 77% approved.

ii. Experience sharing by Telangana

Telangana, covering an area of 1,12,077 square kilometres, comprises 32 rural districts, 537 rural mandals, 74 subdivisions, 13 municipal corporations, 128 municipalities, and 12,941 gram panchayats. The total population is approximately 350.04 lakhs, with a rural population of 202.06 lakhs (57.72%) and an urban population of 147.98 lakhs (42.28%). The state has a forest cover of 24%.

The population distribution across gram panchayats shows a significant number of smaller panchayats, with 886 having populations below 500 and 4,300 ranging from 501 to 1,000. The majority, 7,435 panchayats, have populations between 1,001 and 5,000. Only 286 panchayats have populations between 5,001 and 10,000, while 34 exceed 10,000.

Regarding service delivery, Telangana's gram panchayats operate as owners for 32 services and as stakeholders for 14. Services are delivered through both online (21 services) and offline (25 services) modes, primarily via a web portal.

The services provided by the panchayat as an owner include death and birth certificates, marriage certificates, trade licenses, construction/ Building permits, and NOCs for small industries. Additional services involve MGNREGA job cards, sanitation requests, property tax assessments, pension applications, and maintenance of public infrastructure, such as streetlights and drinking water facilities.

A significant 21 core services are also available online, including various certificates, trade licenses, and ration card services. Progress under the Mysuru Declaration has seen these services transitioned to online formats, with ongoing orientation for panchayat functionaries on delivering these services and addressing citizen grievances.

The Telangana Panchayat Raj Act of 2018 aims to enhance service delivery efficiency. The Act stipulates specific timelines for processing building permissions and other applications, ensuring services are delivered promptly.

Digital signatures from panchayat secretaries authenticate all issued certificates, and fees can be paid manually and online. The "Meri Panchayat, Mera Adhikaar – Jan Sevaayein Hamaare Dwaar" campaign has facilitated the preparation of citizen charters across panchayats, with structured Gram Sabha meetings helping to finalize these charters.

The state plans to implement e-signing and authentication for digital certificates, expand online services, and improve grievance redressal systems. Notable best practices include Cheemaldari Gram Panchayat in Vikarabad district, which received a national award for good governance.

Regarding own-source revenue, gram panchayats generate income through house taxes, user charges, trade license fees, and donations, among others. The online house tax assessment system allows for real-time calculation of tax liabilities based on registered land rates and building values.

The workflow for online property tax assessments is efficient, allowing citizens to submit requests, which the panchayat secretary scrutinizes. Approved applications result in special assessment notices being uploaded for the applicant, while rejected applications are communicated directly.

House tax demand notices are issued within a month of the financial year's commencement, requiring payment within thirty days. Citizens can pay their taxes online, including those residing abroad. Government regulations are in place for the recovery of unpaid taxes through appropriate measures

iii. Experience sharing by Gujarat

In Gujarat, the e-Governance initiative, e-Gram Vishwa Gram (eGVG) was taken up in 2017 through Government Process Re-engineering. The structure includes Village Computer Entrepreneurs (VCE) employed by gram panchayats, with Taluka Level Entrepreneurs (TLE) at the block panchayat level and District Level Entrepreneurs (DLE) at the district panchayat level, and State Level Entrepreneurs (SLE) at the State Department level.

By 2019, four services became available at the eGram level via the Digital Gujarat Portal with support from the National Informatics Centre (NIC). These services include Income Certificate, Senior Citizen Certificate, Temporary Residence Certificate, and Widow Certificate.

As a stakeholder, the panchayat plays a crucial role in delivering a total of 321 services at the village level, with local residents acting as VCEs who are employed voluntarily. Services are provided at eGram Centres (typically located within panchayat offices). Verifying necessary documents leads to service delivery on the same day or the next day if further verification is needed at the block level. The income generated by the eGram society is shared with the VCEs, who can earn between 50,000 and 60,000 INR per month. Digital SevaSetu (DSS) ensures that 312 out of 321 services (excluding nine pension-related services) are processed within a timeframe of 24 to 48 hours.

The DSS portal is a digitized governance platform that facilitates seamless delivery of citizen services at the village level through workflow automation, backend digitization, and integration of various applications. Initially offering four services in 2019, the portal has now expanded to provide over 300 services, with most being processed within one day. Citizens can register complaints about service delivery, which are addressed by the respective Departments through a grievance redressal system accessible via VCEs or directly.

Government-to-citizen (G2C) services delivered through the Digital SevaSetu Portal encompass multiple Departments, including Agriculture and Cooperation, Health and Family Welfare, Social Justice, and Empowerment. These Departments collaborate with the eGram society, compensating it for each certificate issued, creating a sustainable operational model.

Transaction data for G2C services is notable, with significant numbers recorded for various services over the years. For instance, in the 2022-23 fiscal year, the Register of Rights (RoR) transactions totalled over 3.64 crore, while Digital Seva Setu transactions reached approximately 32.79 lakh. By 2024, projected figures indicate continued service usage, reflecting the growing reliance on digital platforms.

As part of capacity-building efforts, VCEs receive training through classroom media at the block or village level, supported by a Technical and Training Service team. Additionally, satellite-based training programs have been implemented for various verification training.

Innovative practices in Gujarat include the Department of Panchayat serving as a UIDAI registrar in over 1,000 Gram Panchayats, the implementation of QR codes for tax collection, assistance with enrolment in Central Government schemes, and the development of a search engine called "Mari Yojana" for online and offline services, which is currently in the testing phase. Future plans also include integrating e-signatures to minimize printing and paperwork.

Under UIDAI activities at eGram Centres, the Department of Panchayats functions as a registrar and eGVG as an enrolment agency since 2019. VCEs are required to pass an online UIDAI exam to operate as operators or supervisors. This initiative has significantly reduced the need for residents to travel to block or district levels for minor tasks. The fee distribution ratio between eGVG and VCEs stands at 20:80.

A testimony from a local Sarpanch emphasized that all services are delivered at the Gram Panchayat level, highlighting the commitment to providing government services directly to the community.

iv. Experience sharing by Jharkhand

During the meeting, Jharkhand shared its experience in delivering services through local governance. The state has identified 40 services, of which 17 are currently operational. The Right to Service Act ensures that all certificates are delivered within 10 to 30 days, with IT managers serving as nodal officers at the block level.

Jharkhand has a total population of 32,988,134, with a rural population of 26,766,516 (81.11%). The state has a Scheduled Caste population of 12.08% and a Scheduled Tribe population of 26.21%. The average population per gram panchayat is 6,160, with 4,345 gram panchayats, 264 Panchayat Samitis, and 24 district councils.

Services provided by panchayats include the digitalization of various certificates by village-level entrepreneurs (VLEs) and MGNREGA services for job card holders at the panchayat level. Knowledge centers have been established to provide books and internet access for students and citizens. Initially, all services were conducted at the block level, but the Government has identified 21 work areas that will now be managed through CSCs in panchayats. A total of 2,500 knowledge centers have been set up to engage youth, with plans to expand this initiative by 2026.

Digital services are facilitated through Pragma Kendras (VLE), which offers various online services, including caste, residence, income certificates, and pension applications. These services are typically delivered within 60 days. The G2C services provided include Tele-Law, postal, and banking services, which are processed within one day. G2G services involve various government websites.

MGNREGA services at the panchayat level include worker registration, issuance of new job cards, renewal of job cards, linking Aadhaar and bank accounts, and managing entries in MGNREGA software. This also involves approving work requests, geo-tagging, and generating payment orders.

Knowledge centers operated by panchayats provide library services in 2,500 locations, allowing citizens to access selected books and magazines for reading. Internet access enables online training and study, attracting 30 to 40 visitors to the gram panchayats.

Progress related to the Mysuru Declaration has seen all services at the panchayat level transitioned to online formats. Digital services are now available in 4,341 out of 4,345 panchayats through CSCs. Continuous training is provided to personnel to ensure effective delivery of online services, and suggestion boxes are used to address citizen grievances.

The success of panchayats is evident in Dhanbad district, where the Jitpur gram panchayat has integrated an Indian Bank's mini-branch to enhance financial services. The Jharkhand Millet Mission Yojana 2024 has introduced an online application process for farmers through panchayat buildings, resulting in significant benefits. Digital beneficiaries have increased, with 11 lakh receiving Digital Sewa, 11 lakh enrolled in Aadhaar, and 27,000 benefiting from the

PM Kisan scheme. The Jharkhand CM Mayiya Yojana has supported 1.9 million beneficiaries, alongside additional free services like birth and death registrations and the PM Surya Ghar Muft Bijali Yojana.

The monthly status of services provided through panchayat buildings from April to September 2024 indicates a growing engagement of citizens, with figures showing visits rising from 353,675 in April to 1,288,858 in September.

Looking forward, a help desk will be established at the panchayat level to assist citizens in obtaining timely information and accessing services. The panchayat will take a proactive role in selecting, implementing, and monitoring schemes based on local needs. A testimony from a Sarpanch highlighted the transformation brought about by the CSC center, which has made digital services accessible and increased regular visits to the panchayat. Previously, the panchayat building was often locked, but with the introduction of these services, it has become a hub of activity, facilitating online pensions and successful initiatives like the Mayor Samman Yojana, which supports citizens in their pursuit of higher education.

v. Experience sharing by Madhya Pradesh

During the workshop, Madhya Pradesh shared insights on the current status of service delivery. Under the MP Lok Sewaon Ke Pradan Ki Guarantee Adhiniyam, 2010, a total of 342 services are provided, with eight services under the purview of Panchayats and the Panchayat & Rural Development Department. Service delivery is primarily conducted online, utilizing various channels such as nearby Lok Sewa Kendras, MP Online Kiosks, and Common Service Centers (CSCs)—the timelines for service delivery range from one to 45 days.

The Panchayat & Rural Development Department highlighted the Mysuru declaration regarding the Citizen Charter, which includes six core common services. Four of these services—birth certificates, death certificates, marriage certificates, and ration cards—are available online, while construction/ Building permits and MGNREGA job card issuance are provided offline.

In terms of services selected and approved by Gram Panchayats, a total of 115 services were identified, with 47 owned by Panchayats and 68 as stakeholders. Delivery modes include 29 online services and 86 offline services, accessible through Gram Panchayat offices, CSCs, Lok Sewa Kendras, and MP Online Kiosks. Timelines for these services also range from two to 45 days.

Looking ahead, the state plans to deepen service delivery by clearly defining the roles of Gram Panchayats as established under the MP Lok Sewaon Ke Pradan Ki Guarantee Adhiniyam, 2010. The Public Service Act and the State Panchayat Raj Act will be revisited, with amendments and Gazette notifications planned for the services delivered under the aforementioned legislation. Additionally, efforts will be made to digitize service delivery, with the Lok Sewa Guarantee MP portal serving as the management tool for these services. Capacity-building initiatives for Panchayati Raj Institutions (PRIs) will also be implemented as part of their basic training.

Innovative practices discussed included the establishment of 24,000 operational CSCs in rural areas to enhance convenience for citizens. Furthermore, an online portal has been developed to enhance the overall revenue collection for Panchayats, with UPI-based payment options available through the "Panchayat Darpan" public domain.

A participant raised a question about the delay in making services available online, to which the Secretary, MoPR noted that further action is needed from the State Government to address these roadblocks. A testimony from a Sarpanch highlighted the importance of digital

initiatives, noting that while many services are available at the Gram Panchayat level, issues such as inadequate technology and network connectivity remain significant challenges.

vi. Experience sharing by Mizoram

Mizoram shared valuable insights regarding its administrative framework and public service delivery. As per the 2011 Census, Mizoram's population was 1,019,014, with a projected population of 1,443,317 according to the Economic and Statistical Report of 2024. The state comprises 11 districts and 834 villages, with a sex ratio of 976 females for every 1,000 males and a literacy rate of 91.58%.

Under the Allocation of Business Rules, 2019, the Government of Mizoram has designated various subjects to the Local Administration Department, including village market and administration, Panchayati Raj matters, street naming, animal control outside municipal areas, and local development works funded under the State Plan Fund. The Department is also responsible for village sanitation, safety, and infrastructure like street lighting.

The structure of local governance in Lushai Hills is guided by the Lushai Hills District (Village Councils) Act, 1953, which established Village Councils and defined their constitution, functions, and powers. As per Article 243G of the Indian Constitution, while the state legislature may endow Panchayats with powers for local self-governance, this does not apply to Mizoram and certain other northeastern states where traditional forms of governance exist.

The Mizoram Right to Public Services Act, 2015 aims to enhance the efficiency of public service delivery within the state by ensuring that notified services are provided within stipulated time limits. This Act applies to government servants, including those on deputation and local body staff.

However, challenges exist regarding the implementation of public service delivery through Village Councils. The Act does not allocate public service responsibilities to these councils, which means that no government servants are assigned to work directly with them. The Local Administration Department currently lacks the authority to amend this Act, as it falls under the jurisdiction of the Law and Judicial Department.

Additionally, Mizoram has requested an exemption from the rollout of ServicePlus until relevant subjects listed in the Eleventh Schedule of the Constitution are officially transferred to Village Councils. These subjects encompass a range of areas, including agriculture, rural housing, education, and health services.

Village Councils play a crucial role in community participation by approving development works during Gram Sabha meetings and setting time limits for project completion. They communicate government schemes through information centers and public notice boards, with the Village Council Secretary acting as the State Public Information Officer (SPIO) for RTI matters at the village level. Furthermore, the councils are involved in administering relief during calamities, assisting in the public distribution system, and taking preventive measures during epidemics.

In response to a question regarding services not mapped under local bodies, it was clarified that these services fall outside the Village Council's purview and are instead managed at the block and district levels. The Secretary emphasized the importance of accessing these services through the autonomous district council or other institutional structures to ensure they reach the people effectively.

vii. Experience sharing by Odisha

The summary of Odisha's experience in enhancing service delivery to citizens are as follows. Its key highlights included the timely delivery of services, the reduction of visits to government offices, and hassle-free service delivery at residents' doorsteps. The state has adopted an electronic mode of service delivery through Seva Kendra, which assists in delivering services efficiently. The OdishaOne portal serves as a centralized platform where citizens can access 176 services via a single URL (<https://www.odishaone.gov.in>) and use one credential to avoid repeated entry of information. The portal also features an Odia language interface and facilitates online payments.

In addition to online services, Gram Panchayats offer various offline services, including trade licenses, building plan approvals, licenses for industries and factories, public entertainment licenses, job cards issuance, unskilled work under MGNREGS, and the provision of drinking water through the FHTC.

The Odisha Right to Public Services Act (ORTPSA) of 2012 aims to consolidate various service guarantees at the state level, addressing the growing demand for improved public services while reducing corruption by imposing penalties on public authorities for service delivery failures. This Act transforms administrative guarantees previously under Citizens' Charters into legal rights enforceable under the ORTPSA. Mo Seba Kendras plays a vital role in offering online services across various Departments.

The objectives of Mo Seba Kendras include providing e-services locally, creating physical infrastructure for access, and promoting community participation in development. Village or urban-level entrepreneurs (VLEs/ULEs) operate these centers, fostering sustainable socio-economic development through collective action. The scheme encourages grassroots entrepreneurship with a focus on promoting women's participation.

The Mo Seba Kendras provide online services across multiple Departments, totalling 176 services, including those related to agriculture, health, housing, and education.

The OdishaOne portal integrates access to various government services, reducing the need for physical visits to offices. The ORTPSA also supports the establishment of Citizen Charters in Gram Panchayats, mandating the time-bound delivery of over 200 services. A model Citizen Charter for Gram Panchayats has been drafted by SIRD&PR and is pending final approval.

Key features of the Citizen Charter include a preamble, vision, mission, powers, and functions of the Gram Panchayat, a comprehensive framework of services offered, details of services from other Departments facilitated by the Panchayat, legal provisions for community involvement, grievance redressal mechanisms, and social audit processes.

Challenges identified include the digital divide in rural areas, limited financial resources, coordination gaps among government Departments, capacity constraints at the grassroots level, potential political interference in resource distribution, and over-reliance on external funding.

Looking forward, the state plans to enhance service delivery through the draft "Odisha Gram Panchayat Own Source Revenue Generation Rules-2024," aimed at streamlining revenue structures. Additionally, accountants-cum-data entry operators will be placed at each Gram Panchayat to support citizen services. The Government encourages Gram Panchayats to pursue ISO certification and establish Panchayat Learning Centers to improve service quality and governance. Furthermore, the state is committed to strengthening governance in scheduled areas through the implementation of the PESA Act, empowering tribal communities, and promoting self-governance.

5. Session III: Ease of Living- Way forward

Moderated by Dr. G Narendra Kumar, DG, NIRDPR

i. Presentation on Benchmarking Rural Service Delivery

Dr. R. Chinnadurai, Associate Professor at NIRDPR, presented an analysis of the key challenges in implementing the Right to Public Services (RTPS) across various states.

Dr. Chinnadurai identified several challenges, including a significant lack of awareness among Panchayat officials and rural citizens regarding the services and rights under the RTPS Act, which leads to the under-utilization of the system. He highlighted the poor digital infrastructure, noting that digital penetration is inconsistent, especially in rural and remote areas, where many Panchayats struggle due to inadequate internet connectivity and essential equipment. Delayed service delivery was another pressing issue attributed to bureaucratic inefficiencies, slow fund transfers, and lack of coordination between Panchayats and higher administrative levels, which violated RTPS timelines. Additionally, he pointed out the weak monitoring and accountability mechanisms present in many states, which fail to track service timelines or hold officials accountable for delays or non-delivery. Capacity gaps among Panchayat members and local government staff, often lacking necessary training for effective RTPS implementation, were also mentioned. Furthermore, local political dynamics sometimes interfere with the fair and timely delivery of services under the RTPS Act, compounded by complex bureaucratic processes that deter timely service provision and a lack of uniform administrative processes across states.

Dr. Chinnadurai then shifted focus to the importance of benchmarking in rural governance, defining it as a set of predefined standards used to assess the quality, efficiency, and effectiveness of services provided by rural institutions. He emphasized that key benchmarks include ensuring timely service delivery and promoting transparency and accountability in governance. Establishing clear targets allows Gram Panchayats to deliver services efficiently and enables citizens to evaluate local government performance.

The session underscored several benefits of benchmarking, such as enhancing accountability, identifying inefficiencies, ensuring equity in service delivery, and promoting transparency in governance.

Dr. Chinnadurai presented specific service level benchmarks (SLB) related to various services provided by Gram Panchayats. For instance, he proposed a uniform timeline of 21 days for the registration of birth certificates across all states, alongside suggestions for uniform late fees. A midpoint timeline of three weeks was suggested for death registration, with a streamlined fee structure. For marriage certificates, an ideal issuance timeline of three weeks and a nominal fee of Rs. 75 were proposed. Similar timelines were suggested for residence certificates, trade licenses, and building plan approvals, emphasizing the need for consistency across states. It was suggested that a national benchmarking standard may be developed for essential services like birth and death certificates to ensure consistency and equity across states. He further suggested implementing awareness campaigns to inform the public about the RTPS Act and its advantages.

SERVICES

| Services | Andhra Pradesh | Telangana | Gujarat | Madhya Pradesh | Mizoram | Jharkhand | Odisha | Suggestive timeline |
|---|----------------|---------------|---------------|----------------|---------------|---------------|---------------|---------------------|
| Affidavit of Caste | 1-7 days | 3-15 days | 7-15 days | 1-15 days | 3-7 days | 7-15 days | 15-30 days | 7 Days |
| Affidavit of income | 1-7 days | 3-15 days | 7-15 days | 1-15 days | 3-7 days | 7-15 days | 15-30 days | 10 Days |
| Affidavit of Widow | 1-7 days | 3-15 days | 7-15 days | 1-15 days | 3-7 days | 7-15 days | 15-30 days | 10 Days |
| Name Change Affidavit | 7-15 days | 7-15 days | 15-30 days | 15-30 days | 7-15 days | 7-15 days | 15-30 days | 15 days |
| Assistance Apply for NOC | 15 to 30 days | 15 to 30 days | 15 to 30 days | 30 days | 15 to 30 days | 15 to 30 days | 15 to 30 days | 20 days |
| NOC for setting up small industry | 15 to 30 days | 15 to 30 days | 15 to 30 days | 30 days | 15 to 30 days | 15 to 30 days | 15 to 30 days | 20 days |
| Apply for NOC | 15 to 30 days | 15 to 30 days | 15 to 30 days | 30 days | 15 to 30 days | 15 to 30 days | 15 to 30 days | 20 days |
| ASD (Assistance Destitute) | 15-30 days | 30-45 days | 15-30 days | 30-60 days | 15-30 days | 30-60 days | 30-45 days | 30 days |
| Abstract Copy of Ordinary Resident Register (ORR) | 3-15 days | 7-15 days | 7-15 days | 15-30 days | 3-7 days | 7-15 days | 15-30 days | 15 Days |
| Registration of Non - motorized Vehicle | 7-15 days | 7-15 days | 15-30 days | 7-15 days | 7-15 days | 15-30 days | 30-45 days | 15 Days |
| Tenant Registration | 7-15 days | 7-15 days | 15-30 days | 15-30 days | 7-15 days | 30-45 days | 30-45 days | 15 Days |

The discussion culminated in the introduction of a performance scoring system for Gram Panchayats, evaluating service delivery based on various indicators. This system ranked performance levels from "Below Average" to "Excellent," fostering accountability and improvement in service quality.

In closing, Dr. Narendra Kumar remarked on the potential to establish unified national-level benchmarks that states could customize to fit their needs, facilitating easier monitoring of service delivery. He stressed the importance of grading Panchayats based on performance parameters, which would promote accountability and enhance the overall quality of services provided. The session thus provided valuable insights into the challenges and opportunities for improving rural service delivery through effective benchmarking and accountability mechanisms.

ii. Presentation on Harnessing Emerging Technologies for Improving Service Delivery

The second presentation on Harnessing Emerging Technologies for Improving Service Delivery (Case Study Based on Wadhvani Foundation) was presented by Shri. Kamal Das, Dean, WGDT.

This presentation focused on the imperative of translating ideas from workshops into actionable case studies that lead to tangible changes at the ground level. Shri. Kamal Das emphasized the importance of digital transformation, suggesting that initiatives like e-Gram Swaraj should serve as foundational elements. He highlighted the implementation of Digital Public Infrastructure (DPI) by the Ministry of Panchayati Raj, particularly mentioning the SAVAMITVA scheme, which integrates Aadhaar and DigiLocker with property cards in villages, facilitating access to loans for various purposes. He noted significant disparities in

data capture across different villages and states, with a current digitalization rate of only 20-30%.

Shri. Kamal Das pointed out the various service delivery systems, such as MGNREGA, which, despite being facilitated by the Panchayati Raj, often rely on offline data, even though ISRO has been actively mapping MGNREGA assets. He cited examples of Anganwadis and gravel roads constructed within 5x5 km grids and proposed using these grids to redefine village and Gram Panchayat boundaries for better service tracking. He introduced a resource saturation mapping tool developed by Wadhvani Foundation, which prevents redundancy by analyzing resources and identifying gaps in service delivery. The discussion included the need for benchmarks for service saturation and visual mapping at the Panchayat level to understand pending services.

Further recommendations included collaborative learning to share best practices, prioritizing digitization to ensure accurate data accessibility, and utilizing high-quality data for informed decision-making. Emphasizing the potential of AI technologies, Das outlined how AI and Generative AI could enhance service delivery. For instance, MGNREGA provides a legal guarantee of 100 days of employment, yet there is a notable variation in the number of days worked among villagers. AI could facilitate automated outreach to gauge interest in upcoming job opportunities.

In terms of financial management for Panchayats, AI tools were suggested for analyzing financial reports, detecting irregularities, and streamlining processes. An example was cited from Mt. Lebanon, Pennsylvania, where AI has significantly reduced invoice processing times. AI chatbots and virtual assistants were also recommended for improving public service access and providing round-the-clock assistance to citizens regarding government schemes.

He also addressed the use of AI for gathering citizen feedback in regional languages, enhancing transparency and community engagement in policy alignment. The role of multilingual support was highlighted, with examples of initiatives like Bhashini and AI4 Bharat improving translation services in India. Shri. Kamal Das proposed the automation of issue reporting for services like sewage and garbage collection through mobile apps, ensuring that all communications are translated into local languages for broader accessibility.

In summary, the presentation emphasized the critical role of emerging technologies in enhancing service delivery at the grassroots level and the need for systematic implementation and collaboration across various states and sectors.

iii. Presentation on Configuring ServicePlus for Online Service Delivery

The third presentation on Configuring Service Plus for Online Service Delivery by NIC focused on the ServicePlus platform developed by the Ministry of Rural Development (MoRD) to enhance online service delivery across government agencies. ServicePlus is a comprehensive framework designed to modernize service delivery, allowing users to tailor services to their specific needs through intuitive configuration tools. This low-code/no-code platform enables users to create applications using configurable form builders and process flows without any coding experience, ensuring flexibility and adaptability.

Participants learned about the various online services that ServicePlus offers. Training is provided to users on how to configure desired services, such as creating forms and certificates for birth registrations. The process flow for these services can be customized based on state-specific requirements. ServicePlus also facilitates the generation of output certificates and supports electronic signatures, ensuring that issues related to infrastructure or funding do not hinder service delivery.

Key features of ServicePlus include the ability to configure any services, streamline attributes, and integrate direct benefit transfer and payment gateways. Additionally, Aadhaar integration is straightforward, and the platform is linked with Bhashini for voice-to-text functionality, aiding in translation and summarizing large text documents.

The meeting highlighted the advantages of using ServicePlus, including its unified platform that supports the entire service lifecycle, rapid rollout capabilities, and robust security features such as SSL/TLS encryption and OAuth 2.0 authentication. ServicePlus serves as a common platform catering to the diverse needs of various stakeholders, including service owners, applicants, and workflow players.

Service owners can utilize a wizard-style interface to configure services, implement grievance redressal policies, and launch new services in minutes. Applicants benefit from the ability to submit applications—either independently or with assistance—track their status online, receive alerts, and lodge grievances for any service deficiencies. Workflow players have access to role-based controls, customizable workflows, a monitoring dashboard, and an automated notification system.

Furthermore, the report module allows for the generation of analytical and monitoring reports specific to services, enabling data-driven decision-making. Users can customize report templates and filters, create interactive dashboards, and integrate external data sources for a comprehensive view of service performance.

The service definition lifecycle was outlined, detailing the steps to configure and implement services: filling in the Service Definer Guide, freezing the service, assigning users, testing, training officials, and finally launching the service. Overall, the meeting emphasized the transformative potential of ServicePlus in enhancing efficiency and accessibility in government service delivery.

The following would be the points of contact in NIC for any ServicePlus-related queries and for configuring the ServicePlus application per the State specific needs and requirements

| State | Nodal Officer | Email | Mobile |
|----------------|----------------|-----------------------|-------------|
| Andhra Pradesh | Sajjad Abid | sajjad.abid@nic.in | 99115 51230 |
| Gujarat | Ashwin | ashwin.a@nic.in | 78348 58555 |
| Jharkhand | Ashwin | ashwin.a@nic.in | 78348 58555 |
| Madhya Pradesh | Deeksha Tiwari | deeksha.tiwari@nic.in | 84004 77358 |
| Mizoram | Sreejith | sreejith.np@nic.in | 9868900074 |
| Odisha | Sajjad Abid | sajjad.abid@nic.in | 99115 51230 |
| Telangana | Sreejith | sreejith.np@nic.in | 9868900074 |

iv. Presentation on Leveraging Digital Public Goods: Use of Bhashini

The next presentation was on Leveraging Digital Public Goods focused on Bhashini, the Bhasha Interface, which aims to transcend language barriers in India. The primary objectives of Bhashini include creating free-to-use Digital Public Goods (DPGs) encompassing text, image, and speech data, as well as AI models in 22 scheduled Indian languages. The initiative seeks to build a National Public Digital Platform to develop services and products for citizens, utilizing artificial intelligence and other emerging technologies. Bhashini aims to provide comprehensive translation services for text, audio, and video, enabling both central and state governments and industries to enhance daily transactions and an ecosystem where startups can develop applications based on Bhashini.

Bhashini aligns with the Government of India's vision to bridge language barriers and boasts over 70 technology partners. Its features include Automatic Speech Recognition (ASR) for speech-to-speech translation across 22 languages and several dialects, Optical Character Recognition (OCR) for transcription and translation, and transliteration services. The platform also offers specific language services through its modules: Lekha Anuvaad for document translation, Chitra Anuvaad for video translation with editable transcriptions, and Vaani Anuvaad for speech-to-speech translation.

The Web Translation Utility is a unique plug-and-play tool supporting dynamic translation in the 22 scheduled languages, featuring real-time translation powered by National Hindi Language Technology (NHLT) parameters. This utility includes a dynamic glossary management system, allowing for bulk uploads and a master glossary accessible on request. It has successfully translated over 20 national-level websites, including those of the Ministries of Minority Affairs, Panchayati Raj, and Rural Development.

Bhashini also includes Abhilekh, a voice-to-text application available in both web and app formats, supporting all Bhashini languages and syncing transcripts across platforms. The BHASHINI mobile application facilitates communication through five key features: Text, Voice, Converse, Scene, and Browse. Available for both iOS and Android, the app has garnered over 600,000 downloads and achieved more than 61 million interactions to date.

Additionally, the platform has been utilized to translate speeches, including those of the Honourable Prime Minister. It has initiated BHASHADAAN 2.0 under NHLT to build a language dataset in a public-private partnership mode. Collaborations are ongoing with various government ministries and Departments, including the Rajasthan government's Pehachan App, which simplifies the creation of birth and death certificates through voice commands.

The session also highlighted significant achievements and the impact of Bhashini. For instance, Janmanrega has reached 13.07 crore active users, supporting 3.2 crore households, while the PM Kisan scheme has assisted 11 crore farmers. The e-Gram Swaraj multilingual platform has supported 22 regional languages, translating over 16,000 labels and impacting 2.7 lakh village panchayats. Other initiatives, such as the CPGRAM Portal and Rail Madad, have translated thousands of grievances, serving millions of citizens.

Furthermore, the E Gram Swaraj portal is now accessible in 22 languages, with ongoing integration for multilingual forms in the audit online portal. A total of 2.5 lakh glossary entries have been created for village and panchayat names. The meeting concluded with discussions on customizing AI models for various applications, including voice-based money transfers in preferred languages. Overall, Bhashini represents a significant step towards inclusive digital service delivery in India.

v. Leveraging Digital Public Goods: Use of RapidPro

The fifth presentation on Leveraging Digital Public Goods: Use of RapidPro by UNICEF provided an overview of RapidPro, a powerful open-source platform developed by UNICEF to enhance communication and drive positive change in communities. The history of RapidPro began in 2007 with the launch of RapidSMS, designed to facilitate communication between clinics and community workers. In 2010, Rwandan software engineering firm TextIt created a commercial SMS service that operated on RapidPro. By 2014, UNICEF partnered with TextIt to open-source and expand its functionalities, ultimately leading to RapidPro's accreditation as a Digital Public Good in 2020, recognized by the Digital Public Goods Alliance.

RapidPro has made a significant impact, being implemented in 130 countries with over 1.12 billion messages exchanged. In 2023 alone, it supported more than 60 campaigns and

engaged approximately 3 million unique users through U-Report. The platform promotes grassroots engagement through bite-sized content and offers bi-directional, multilingual communication in near-real-time. Its scalable, sustainable, and transferable nature is bolstered by cloud hosting and a robust technology stack.

Designed with user experience in mind, RapidPro enables users to build mobile services through an intuitive interface without needing programming skills or additional resources. The platform facilitates connections with users in various languages via SMS, voice, and social media, making it easy to scale services from targeted audiences to millions. Users can analyze data dynamically, utilize RapidPro's APIs for integration with external systems, and share inspiring stories that highlight the platform's impact on children and communities.

UNICEF has strategically invested in RapidPro to enhance its capabilities, forming global partnerships for social impact that allow for unlimited messaging through platforms like WhatsApp. Continuous investments are aimed at making RapidPro ready for next-generation technologies, including AI and blockchain.

Key implementations of RapidPro include U-Report, a digital community platform for youth to voice their opinions on relevant issues; Fundoo, which serves as a digital life coach to equip young people with essential skills; and Dular, a service providing one-minute parenting phone calls in four Hindi-speaking states. The platform also supports initiatives like the Mission LiFE campaign promoting pro-climate behaviours, DISHA, a conversational agent for training community health workers, and an ODF sustainability assessment tool that collects public feedback through IVR calls.

The session concluded with a demonstration of the PANCHAM (Panchayat Assistance and Messaging Chatbot) Whatsapp based application, which activates two channels for field functionaries and citizens. This application disseminates vital information regarding schemes and programs, best practices, and communication related to implementation. For citizens, it broadcasts information on service delivery and campaigns, with QR codes and mobile numbers displayed in prominent locations within Panchayat Bhawans for easy access. Overall, RapidPro exemplifies UNICEF's commitment to leveraging digital public goods for social impact and community empowerment.

6. Session IV - Concluding Session

The concluding session was led by the Joint Secretary (Governance) from the Ministry of Panchayati Raj (MoPR), who summarized the agenda for action. The day featured focused presentations, and gratitude was expressed to all states for their contributions. However, it was noted that some presentations lacked complete information viz. Madhya Pradesh, Mizoram and Odisha. Further discussions were recommended with the teams from Madhya Pradesh, Mizoram and Odisha.

The Secretary, MoPR delivered closing remarks, highlighting the insights gained from various organizations and expressing satisfaction with the collaborative efforts. He pointed out the versatility of ServicePlus, the work with the Wadhvani Foundation in AI, and Bhashini's role in translating the e-Gram Swaraj portal into 22 languages. He stressed the importance of understanding which activities consume the most time for Panchayat Secretaries and how AI could be leveraged to address these challenges, which would significantly benefit field functionaries. The Secretary proposed the creation of a simple index to indicate each state's position and potential for improvement.

The Under Secretary, MoPR concluded the meeting with a vote of thanks, expressing heartfelt gratitude to everyone who contributed to the event's success. She acknowledged the

collaborative spirit that made the event possible and thanked all attendees for their contributions.

7. Key takeaways from the Conference

A. All States to:

- i. Identify nodal officer for service delivery.
- ii. Identify 5 key people (across Gram Panchayat, Block Panchayat, Zila Panchayat, and State level) for PANCHAM Chatbot Beta testing group
- iii. Consider undertaking legislative enactment to expand the list of core-common services to include Drinking Water, Sanitation, and Property Tax
- iv. Incorporate additional services (Health, Education, Women & Child Development, etc.) with Panchayats as service owners across 29 Sectors

B. Based on the detailed deliberations following State-wise Short-Term and Medium-Term Goals are further identified

| State | Short Term Goals (0-1 year) | Medium Term Goals (1-2 years) |
|-----------------------|---|--|
| Andhra Pradesh | Enable Gram Panchayats to handle TPDS-related services in online mode | Enable Gram Panchayats to become service owners for all core common services |
| Telangana | Enable online delivery of marriage certificate at Gram Panchayats | Enable Gram Panchayats to handle TPDS-related services and Construction/ Building Permit as service owners |
| Gujarat | Enable Gram Panchayats to handle Birth Certificate, Marriage Certificate, MGNREGA-related services, Construction/ Building Permit, and TPDS-related services as service owners | |
| Jharkhand | Currently Construction/ Building Permit is not provided in Gram Panchayats. Enable Gram Panchayats to handle Construction/Building permit as service owner in online mode. | Enable Gram Panchayats to handle all core common services as service owners. |
| Madhya Pradesh | Enable online delivery of Construction Permit at Gram Panchayats. Currently 115 services are provided. (List at Annexure) | Enable Gram Panchayats to handle Birth Certificate, Death Certificate, Marriage Certificate, and TPDS-related services as service owners |
| Mizoram | Autonomous District Councils (ADC) shall take responsibility for Service Delivery at the grassroot level. Mizoram Panchayati Raj Deptt. to ensure stake of ADCs in Service Delivery | Enable Gram Panchayats to handle Birth, Death Certificate, Marriage Certificate, Residence certificate, construction/ Building permit, TPDS related services and MGNREGA services as service owners in online mode |
| Odisha | Enable online delivery of TPDS-related services at Gram Panchayats | Enable Gram Panchayats to handle Birth Certificate, Death Certificate, Residence, Marriage Certificate, and Construction/ Building Permit as service owners in online mode |

C. Wadhvani Center for Government Digital Transformation (WGDT) and UNICEF

- a. WGDT and UNICEF to nominate and share contact details of nodal persons to provide handholding support to States for deepening of service delivery at grassroots.

Annexure

A. Status of Core Common Services in States (O = Panchayat is the owner, S= Panchayat is a Stakeholder, Online = Service delivered Online, Offline = Service delivered offline, Timeline of delivery in Days)

| States | Birth Certificate | Death Certificate | Residence Certificate | Marriage Certificate | Issue of MGNREGA Job Card | Request for work under MGNREGA | Construction/ Building Permit | Addition/Deletion of Name in Ration Card | Preparation of New Ration Card | Request to include under the beneficiary list for allocation of food grains under TPDS |
|-----------------------|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|--------------------------------|-------------------------------|--|--------------------------------|--|
| Andhra Pradesh | O (Online) | O (Online) | O (Online) | O (Online) 15 Days | O (Online) | O (Online) | O (Online) | S (online) 21 Days | S (online) 180 Days | S (Offline) |
| Gujarat | S (online) 1 Day | S (online) 1 Day | O (Online) 1 Day | S (online) 1 Day | S (online) 1 Day | S (online) 1 Day | S (online) 1 Day | S (online) 1 Day | S (online) 1 Day | S (online) 1 Day |
| Jharkhand | S (Online) 60 Days | S (Online) 60 Days | S (Online) 60 Days | S (Online) 60 Days | O (Online) 60 Days | O (Online) 60 Days | No Service | S (Online) 60 Days | S (Online) 60 Days | S (Online) 60 Days |
| Madhya Pradesh | S (online) 21 Days | S (online) 21 Days | S (online) 15 Days | S (online) 7 Days | O (Online) 15 Days | O (Online) 7 Days | O (Offline) 45 Days | S (online) 15 Days | S (online) 15 Days | S (online) 15 Days |
| Mizoram | No Service | No Service | No Service | No Service | No Service | No Service | No Service | No Service | No Service | No Service |
| Odisha | No Service | No Service | No Service | No Service | O (online) 1 Day | O (Online) 15 Days | No Service | O (Offline) 15 Days | O (Offline) 15 Days | O (Offline) 15 Days |
| Telangana | O (Online) 3 Days | O (Online) 2 Days | S (Online) 15 Days | O (Offline) 1 Day | O (Online) 15 Days | O (Online) 7 Days | O (Online) 29 Days | S (Online) 15 Days | S (Online) 15 Days | S (Online) 15 Days |

Panchayat Sammelan on Ease of Living: Enhancing Service Delivery at grassroots

B. Minute-to-Minute Program

| Time | Session |
|--------------------------|--|
| 09:30- 10:00 AM | Registration |
| 10:00- 10:45 AM | Session I: Inaugural Session |
| 10:00 – 10:05 AM | Welcome of Delegates & Lighting of Lamp by Dignitaries |
| 10:05 – 10:10 AM | Welcome Address by Sh A P Nagar, Joint Secretary, MoPR |
| 10:10 – 10:20 AM | Welcome Address by Sh Lokesh Kumar, Principal Secretary, PR Department, Telangana |
| 10:20 – 10:30 AM | Welcome address by Sh G Narendra Kumar, DG, NIRDPR |
| 10:30- 10:40 AM | Short film on Service Delivery Keynote Address by Sh Vivek Bhardwaj, Secretary, M/o Panchayati Raj |
| 10:40- 10:45 AM | Group Photograph |
| 10:45 – 11:00 AM | Tea Break |
| 11:00 AM- 1:00 PM | Session II: Presentation by States on Service Delivery: Challenges and Opportunities Moderated By: Sh. A.P. Nagar, Joint Secretary (Governance), MoPR |
| 11:00- 11:10 AM | Context Setting by Sh. A.P. Nagar, Joint Secretary (Governance), MoPR |
| 11:10- 11: 40 AM | Experience sharing by Andhra Pradesh |
| 11:40- 12:10 PM | Experience sharing by Telangana |
| 12:10- 12:25 PM | Experience sharing by Gujarat |
| 12:25- 12:40 PM | Experience sharing by Jharkhand |
| 12:40- 12:55 PM | Experience sharing by Madhya Pradesh |
| 12:55 – 1: 05 PM | Experience sharing by Mizoram |
| 1:05 – 1: 20 PM | Experience sharing by Odisha |
| 1:20- 1:30 PM | Q&A |
| 1:30 – 2:30 PM | Lunch Break |
| 2:30- 3:45 PM | Session III: Ease of Living – Way Forward Moderated By: Dr. G Narendra Kumar, DG, NIRDPR |
| 2:30 – 2:45 PM | Harness Emerging Technologies for improving Service Delivery (Case Study based by Wadhvani Foundation), Sh Kamal Das, Dean, Wadhvani Institute of Technology |
| 2:45 – 3:00 PM | Configuring ServicePlus for online Service Delivery- NIC, Sh Sreejith N, Director |
| 3:00 – 3:15 PM | Leveraging Digital Public Goods: Use of Bhashini- Bhashini |

Panchayat Sammelan on Ease of Living: Enhancing Service Delivery at grassroots

| Time | Session |
|-----------------------|---|
| 3:15 – 3:30 PM | Leveraging Digital Public Goods: Use of RapidPro, Sh Gibson Riungu - UNICEF |
| 3:30 – 3:45 PM | Benchmarking Rural Service Delivery, Dr. Chinnadurai- NIRDPR |
| 3:45- 3:50 PM | Session summary by Moderator |
| 3:50 – 4:10 PM | Session IV: Concluding session |
| 3:50 – 4:00 PM | Summarizing agenda for action by Joint Secretary (Governance), MoPR |
| 4:00– 4:10 PM | Closing Remarks by DG, NIRDPR/ Secretary, MoPR |
| 4:10 PM | Vote of thanks by Ms Padma Kaushik, Under Secretary, MoPR followed by tea |

List of services provided by Madhya Pradesh

| S. No | Services | Panchayat as Service Owner (True/False) | Panchayat as a Stake Holder for Service Delivery (True/False) | Service Delivered Online (True/False) | URL | Delivery Time line (no. of days) |
|-------|-------------------------------|--|--|--|---|-------------------------------------|
| 1 | Birth Certificate | f | t | t | https://dc.crsorgi.gov.in/crs/ | 21 |
| 2 | Construction/ Building permit | t | f | f | NA | 45 |
| 3 | Death Certificate | f | t | t | https://dc.crsorgi.gov.in/crs/ | 21 |
| 4 | Issue of MGNREGA Job card | t | f | f | NA | 7 |

Panchayat Sammelan on Ease of Living: Enhancing Service Delivery at grassroots

| S. No | Services | Panchayat as Service Owner (True/False) | Panchayat as a Stake Holder for Service Delivery (True/False) | Service Delivered Online (True/False) | URL | Delivery Time line (no. of days) |
|-------|---|--|--|--|---|-------------------------------------|
| 5 | Marriage Certificate | f | t | t | https://mpedistrict.gov.in/MPL/index.aspx | 7 |
| 6 | Request for work under MGNREGA | t | f | f | NA | 15 |
| 7 | Sanitisation of Public Places viz. Roads, drains, marketplaces, etc. | t | f | f | NA | 3 |
| 8 | अंतेयेष्टि सहायता योजना के प्राप्त आवेदन पत्रों का निरीक्षण करके अग्रेषितकरना | f | t | f | NA | 3 |

Panchayat Sammelan on Ease of Living: Enhancing Service Delivery at grassroots

| S. No | Services | Panchayat as Service Owner (True/False) | Panchayat as a Stake Holder for Service Delivery (True/False) | Service Delivered Online (True/False) | URL | Delivery Time line (no. of days) |
|-------|---|--|--|--|-----|-------------------------------------|
| 9 | आयुष्मान योजना के कार्ड (गरीबी रेखा से नीचे के नागरिक) बनवाने का आवेदन | f | t | f | NA | 7 |
| 10 | आशा एवं आंगनबाड़ी केन्द्रों द्वारा बच्चों एवं माताओं के टीकाकरण से संबंधित अनुरोध/मांग | f | t | f | NA | 7 |
| 11 | आंगनवाड़ी केंद्र के आहार कार्यक्रमों से संबंधित मुद्दों की शिकायत। | f | t | f | NA | 3 |
| 12 | आंगनवाड़ी केंद्रों में जलापूर्ति, शाँचालय एवं वर्षा जल संचयन आदि की व्यवस्था करने का अनुरोध | f | t | f | NA | 30 |

Panchayat Sammelan on Ease of Living: Enhancing Service Delivery at grassroots

| S. No | Services | Panchayat as Service Owner (True/False) | Panchayat as a Stake Holder for Service Delivery (True/False) | Service Delivered Online (True/False) | URL | Delivery Time line (no. of days) |
|-------|--|--|--|--|-----|-------------------------------------|
| 13 | आंगनवाड़ी केंद्रों में शौचालयों और जलापूर्ति पाइप लाइनों में छुट-पुट मरम्मत/रखरखाव के लिए अनुरोध | f | f | f | NA | 7 |
| 14 | ईधन/पशु चारे संबंधी मांग पत्रों का अग्रगण्य | t | f | f | NA | 7 |
| 15 | उच्च शिक्षा के लिए दी जाने फीस, निर्वाहभत्ता एवं परिवहन भत्ता योजना | f | t | f | NA | 7 |
| 16 | ओवर फ्लोविंग नाले /सड़क पर पानी जमा होने की शिकायत | t | f | f | NA | 2 |

Panchayat Sammelan on Ease of Living: Enhancing Service Delivery at grassroots

| S. No | Services | Panchayat as Service Owner (True/False) | Panchayat as a Stake Holder for Service Delivery (True/False) | Service Delivered Online (True/False) | URL | Delivery Time line (no. of days) |
|-------|---|--|--|--|--|-------------------------------------|
| 17 | कक्षा 6 के ऐसे विध्यार्थी जो कम से कम दो किलो मीटर दूर से विद्यलय आते हैं, को सायकल प्रदाय करना एवं शिकायतों का निवारणकरना। | f | t | f | NA | 15 |
| 18 | कन्या अभिभावक पेंशन योजना के प्राप्त आवेदन पत्रों का निरीक्षण करके अग्रेषितकरना | f | t | t | socialsecurity.mp.gov.in | 3 |
| 19 | कब्रिस्तान/ श्मशान भूमि का रख रखाव | t | f | f | NA | 30 |
| 20 | कीट नाशक विक्रय के लाइसेन्स नवीन एवं नवीनीकरण की मांग | f | t | f | NA | 15 |

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| S. No | Services | Panchayat as Service Owner (True/False) | Panchayat as a Stake Holder for Service Delivery (True/False) | Service Delivered Online (True/False) | URL | Delivery Time line (no. of days) |
|-------|--|--|--|--|--|-------------------------------------|
| 21 | कृत्रिम अंग सहायक उपकरण वितरण योजना | f | t | t | sparsh.mp.gov.in | 7 |
| 22 | केनाल की सफाई की मांग | f | t | f | NA | 15 |
| 23 | खराब स्ट्रीट लाइट की शिकायत | t | f | t | | 3 |
| 24 | खाद की मांग | f | t | f | NA | 7 |
| 25 | खाद विक्रय का लाइसेन्स नवीन एवं नवीनीकरण की मांग | f | t | f | NA | 15 |
| 26 | खेलकूद/सांस्कृतिककार्यक्रम आयोजित करनेकी अनुमति प्रदान करना। | t | f | f | NA | 15 |

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| S. No | Services | Panchayat as Service Owner (True/False) | Panchayat as a Stake Holder for Service Delivery (True/False) | Service Delivered Online (True/False) | URL | Delivery Time line (no. of days) |
|-------|--|--|--|--|-----|-------------------------------------|
| 27 | खेल के मैदान/सार्वजनिक उद्यानों का रख रखाव | t | f | f | NA | 30 |
| 28 | गांव की सड़कों का रखरखाव | t | f | f | NA | 30 |
| 29 | गोशाला एवं पशु चिकित्सा देखभाल सेवाओं की व्यवस्था करने का अनुरोध | t | f | f | NA | 3 |
| 30 | ग्राम पंचायत से आवासीय भूमि/कुआं निर्माण का प्रमाण पत्र मिलना | t | f | f | NA | 15 |
| 31 | ग्राम पंचायत से आवासीय भूमि/कुआं निर्माण का प्रमाण पत्र मिलना | t | f | f | NA | 15 |

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|-------|---|--|--|--|-----|-------------------------------------|
| 32 | ग्राम सभा बुलाने का अनुरोध | t | f | f | NA | 3 |
| 33 | घरेलू उपयोग के लिए पानी की गुणवत्ता /जांच का परीक्षण | f | t | f | NA | 5 |
| 34 | जननी सुरक्षा योजनामें जच्चा बच्चा कार्ड बनवाने का आवेदन | f | t | t | | 15 |
| 35 | जलापूर्ति कनेक्शन की स्वीकृति | t | f | f | NA | 7 |
| 36 | जाति प्रमाण -पत्र बनवाने का आवेदन | f | t | f | NA | 30 |
| 37 | टीकाकरण न होने की शिकायत का अग्रेषण | t | f | f | NA | 7 |

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|-------|--|--|--|--|-----|-------------------------------------|
| 38 | डी पी बदलने या सुधारनेकी मांग का अग्रेशन | f | t | t | | 7 |
| 39 | तालाब निर्माण की मांग | t | f | f | NA | 15 |
| 40 | त्स्य बीज उत्पादन हेतु सर्कुलर हेचरी स्थापना के लिए आवेदन का अग्रेशन | f | t | f | NA | 7 |
| 41 | दिव्यांग पेंशन की मांग | f | t | f | NA | 7 |
| 42 | नई बसी आबादी में स्ट्रीट लाइट हेतु पोल लगाने का अनुरोध | t | f | f | NA | 30 |
| 43 | नवीन उत्खनन पता हेतु अनापत्ति पत्र जारी करना। | f | t | f | NA | 15 |

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|-------|--|--|--|--|--|-------------------------------------|
| 44 | नवीन नीलाम खदान हेतु अनापति पत्र जारी करना। | f | t | f | NA | 15 |
| 45 | निर्धारित समय के अनुरूप नियमित जल प्रदाय से संबंधित मुद्दे। | t | f | f | NA | 3 |
| 46 | निःशक्त जन के बच्चों के लिए छात्रवृत्ति (अलग-अलग आयु वर्ग) | f | t | f | NA | 7 |
| 47 | निःशक्तविद्यार्थियों हेतु छात्रगृहयोजना | f | t | f | NA | 7 |
| 48 | निःशक्त विवाह शिक्षा प्रोत्साहन योजना | f | t | t | sparsh.mp.gov.in | 3 |
| 49 | निःशक्त जनों के लिए पेंशन हेतु प्राप्त आवेदन पत्रों का निरीक्षण करके अग्रेषित करना | f | t | t | socialsecurity.mp.gov.in | 3 |
| 50 | पर्याप्त संख्या में पुस्तकों और पत्रिकाओं के साथ सार्वजनिक पुस्तकालयों का प्रावधान | t | f | f | NA | 30 |
| 51 | पशुओं के लिए पेयजल की व्यवस्था | t | f | f | NA | 7 |
| 52 | पशु, पक्षियों के टीकाकरणकी मांग | f | t | f | NA | 3 |
| 53 | | f | t | t | https://samagra.gov.in/ | 15 |

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|-------|---|--|--|--|--|-------------------------------------|
| | पात्रता पर्ची का स्थानांतरण (मध्य प्रदेश के अंदर)। | | | | and https://rationmitra.nic.in/Default.aspx | |
| 54 | पात्रता पर्ची में नामजोड़ना। | f | t | t | https://samagra.gov.in/ and https://rationmitra.nic.in/Default.aspx | 15 |
| 55 | पात्रता पर्ची में नाम सुधार करना। | f | t | t | https://samagra.gov.in/ and https://rationmitra.nic.in/Default.aspx | 15 |
| 56 | पात्रता पर्ची में पता परिवर्तन। | f | t | t | https://samagra.gov.in/ and https://rationmitra.nic.in/Default.aspx | 15 |
| 57 | पात्रता पर्ची से सदस्यों के नाम काटना। | f | t | t | https://samagra.gov.in/ and https://rationmitra.nic.in/Default.aspx | 15 |
| 58 | पानी की पाइप लाइन का छोटा-मोटा रिसाव | t | f | f | NA | 3 |
| 59 | पानी की पाइप लाइन में बड़ा रिसाव | f | t | f | NA | 7 |
| 60 | पाँच हजार से ज्यादा आबादी वाले गाँव में ग्राम स्तरीय शोधन स्थल तक घरों से अपशिष्ट का परिवहन तथा कम्पोस्ट केन्द्र का प्रबंधन | t | f | f | NA | 7 |
| 61 | पुस्तकें प्रदाय करना एवं शिकायतों का निवारण | t | f | f | NA | 15 |

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|-------|--|--|--|--|---|-------------------------------------|
| 62 | पेस्टिसाइड की मांग | f | t | f | NA | 7 |
| 63 | पौधों की मांग | t | f | f | NA | 3 |
| 64 | पंचायत में इंटरनेट सेवा से जुड़े मुद्दे | f | t | f | NA | 7 |
| 65 | पंचायत में वाई-फाई सेवा की उपलब्धता | f | t | f | NA | 30 |
| 66 | पंचायती राज संस्थाओं से प्राप्त पट्टा आवंटन के प्रस्ताव पर हितग्राही की प्राथमिकता का निर्धारण करना। | f | t | f | NA | 15 |
| 67 | प्रदेश में कृषकों, ग्रामीण कारीगरों और श्रमिकों को निवास/गृह सुधार कुओं के निर्माण एवं मरम्मत तथा अन्य कृषि कार्यों के लिए गौड़ खनिज हेतु अभिवहन के लिए पास जारी करना। | f | t | f | NA | 15 |
| 68 | प्रधान मंत्री आवास की मांग | t | f | t | https://pmayg.nic.in/netiaHome/home.aspx | 30 |

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|-------|---|--|--|--|---|-------------------------------------|
| 69 | प्रधानमंत्री आवास योजना मांग पत्रों का अग्रेशन | t | f | t | https://pmayg.nic.in/netiaHome/home.aspx | 7 |
| 70 | प्रधानमंत्री कौशल विकास योजना के तहत कौशल प्रशिक्षण के लिए सिफारिश करने का अनुरोध | t | f | f | NA | 7 |
| 71 | फलदार पौधों की मांग | f | t | f | NA | 15 |
| 72 | फील्डक चैनल/वॉटर कोर्स निर्माण की मांग | t | f | f | NA | 15 |
| 73 | बाजारों में स्वच्छता संबंधी मुद्दे (बाजार स्थलों की सफाई आदि) | t | f | f | NA | 3 |
| 74 | बीज की मांग | f | t | f | NA | 7 |
| 75 | बीज विक्रय का लाइसेन्स नवीन एवं नवीनीकरण की मांग | f | t | f | NA | 15 |
| 76 | मकान नम्बर का आवंटन | t | f | f | NA | 7 |

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|-------|--|--|--|--|--|-------------------------------------|
| 77 | मछुआ सहकारी समिति गठन के पश्चात पंजीयन प्रस्ताव के अग्रेषण की अनुशंसा करना। | t | f | f | NA | 15 |
| 78 | मत्स्य बीज संवर्धन की इकाई स्थापना के लिए आवेदन का अग्रेषण | t | f | f | NA | 7 |
| 79 | मातृत्व वंदना योजना का लाभ दिलवाना | f | t | f | NA | 7 |
| 80 | मानसिक दिव्यांग/ बहु विकलांग पेंशन योजना हेतु प्राप्त आवेदन पत्रों का निरीक्षण करके अग्रेषितकरना | f | t | t | socialsecurity.mp.gov.in | 3 |
| 81 | मानसून अवधि में मत्स्य पालन के लिए बीज की आपूर्ति की मांग का अग्रेषण | f | t | f | NA | 7 |
| 82 | मांग पत्रों का अग्रेषण | f | t | f | NA | 7 |

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|-------|---|--|--|--|--|-------------------------------------|
| 83 | मुख्य मंत्री कन्या निकाह योजना के प्राप्त आवेदन पत्रों का निरीक्षण करके अग्रेषित करना | f | t | t | mpvivahportal.nic.in | 3 |
| 84 | मुख्य मंत्री कन्या विवाह योजना के प्राप्त आवेदन पत्रों का निरीक्षण करके अग्रेषित करना | f | t | t | mpvivahportal.nic.in | 3 |
| 85 | मुख्य मंत्री कल्याणी विवाह योजना के प्राप्त आवेदन पत्रों का निरीक्षण करके अग्रेषित करना | f | t | t | mpvivahportal.nic.in | 3 |
| 86 | मुख्य मंत्री निःशक्त प्रोत्साहन योजना के प्राप्त आवेदन पत्रों का निरीक्षण करके | f | t | t | sparsh.mp.gov.in | 3 |
| 87 | मृदा स्वास्थ्य परीक्षण | f | t | f | NA | 30 |

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|-------|--|--|--|--|---|-------------------------------------|
| 88 | राष्ट्रीय खाद्य सुरक्षा अधिनियम, 2013 के अंतर्गत सम्मिलित पात्र परिवारों को डुप्लीकेट पात्रता पर्ची जारी करना। | f | t | t | https://samagra.gov.in/ and https://rationmitra.nic.in/Default.aspx | 15 |
| 89 | राष्ट्रीय खाद्य सुरक्षा अधिनियम, 2013 के अंतर्गत सम्मिलित पात्र परिवारों को नवीन पात्रता पर्ची जारी करना। | f | t | t | https://samagra.gov.in/ and https://rationmitra.nic.in/Default.aspx | 15 |
| 90 | लघु वनोपज के विक्रय की मांग | f | t | f | NA | 7 |
| 91 | लाइली लक्ष्मी योजना | f | t | f | NA | 30 |
| 92 | विद्युत बिल की शिकायत का अग्रेषण | t | f | t | | 7 |

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|-------|---|--|--|--|--|-------------------------------------|
| 93 | विधवा पेंशन योजना के प्राप्त आवेदन पत्रों का निरीक्षण करके अग्रेषितकरना | f | t | t | socialsecurity.mp.gov.in | 3 |
| 94 | वृद्धावस्था पेंशन योजना (60 वर्ष तथा 80 वर्ष से ऊपर के नागरिक) के पेंशन हेतु प्राप्त आवेदन पत्रों का निरीक्षण करके अग्रेषितकरना | f | t | t | socialsecurity.mp.gov.in | 7 |
| 95 | व्यक्तिगत शौचालयों के आवेदन अग्रेषितकरना | t | f | f | NA | 7 |
| 96 | शत प्रतिशत श्रवण/दृष्टि बाधितों को आवास सुविधा | f | t | f | NA | 7 |

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|-------|---|--|--|--|-----|-------------------------------------|
| 97 | शासकीय विध्यालय में कक्षा एक से कक्षा 8 तक के बच्चों को यूनिफार्म का जोड़ा प्रदाय करना एवं शिकायतों का निवारण | f | t | f | NA | 15 |
| 98 | शासकीय हैंडपंप की लघु सुधार या मरम्मत | f | t | f | NA | 7 |
| 99 | शासकीय हैंडपंप की वृहद सुधार या मरम्मत | f | t | f | NA | 15 |
| 100 | सरकारी प्राथमिक विद्यालय में प्रवेश संबंधित शिकायत | t | f | f | NA | 7 |

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|-------|--|--|--|--|-----|-------------------------------------|
| 101 | सरकारी विद्यालयों में जलापूर्ति, शाँचालय एवं वर्षा जल संचयन आदि की व्यवस्था करने का अनुरोध | t | f | f | NA | 30 |
| 102 | सरकारी स्कूलों आंगनवाड़ी केंद्रों, आदि को स्वच्छ बनाना | t | f | f | NA | 7 |
| 103 | सरकारी स्कूलों में छात्रों के स्वास्थ्य जांच की व्यवस्था करने का अनुरोध | t | f | f | NA | 7 |
| 104 | सरकारी स्कूलों में विद्यार्थियों के लिए मध्याह्न भोजन की गुणवत्ता संबंधी शिकायत | t | f | t | | 3 |

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|-------|--|--|--|--|-----|-------------------------------------|
| 105 | सरकारी स्कूलों में विद्यार्थियों के लिए मध्याह्न भोजन के वितरण की शिकायत | t | f | f | NA | 3 |
| 106 | सरकारी स्कूलों में शौचालयों और जलापूर्ति पाइप लाइनों में छुट-पुट मरम्मत/रखरखाव के लिए अनुरोध | t | f | f | NA | 7 |
| 107 | सामुदायिक क्षेत्रों में संस्थापित कुएं, बावड़ियों की सफाई | t | t | f | NA | 7 |
| 108 | सामुदायिक शौचालयों की मरम्मत/रखरखाव | t | f | f | NA | 7 |

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| S. No | Services | Panchayat as Service Owner (True/False) | Panchayat as a Stake Holder for Service Delivery (True/False) | Service Delivered Online (True/False) | URL | Delivery Time line (no. of days) |
|-------|--|--|--|--|---|-------------------------------------|
| 109 | सार्वजनिक वितरण प्रणाली की दुकान से खाद्यान, शकर, एवं केरोसिन (बिना गैस कनेक्शन वाले हितग्राही को) प्राप्त नहीं होने पर उसे पात्रतानुसार दिलवाया जाना। | f | t | t | https://samagra.gov.in/ | 15 |
| 110 | संपत्ति कर का निर्धारण पर आपत्ति | t | f | f | NA | 30 |
| 111 | संपत्ति का स्वामित्व प्रमाण-पत्र जारी करना | f | t | f | NA | 3 |
| 112 | संपत्ति के स्वामित्व का अंतरण/ दाखिल-खारिज | f | t | f | NA | 15 |

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| S. No | Services | Panchayat as Service Owner (True/False) | Panchayat as a Stake Holder for Service Delivery (True/False) | Service Delivered Online (True/False) | URL | Delivery Time line (no. of days) |
|-------|---|--|--|--|-----|-------------------------------------|
| 113 | स्वयं सेवी संगठन द्वारा निराश्रितों को भोजन कराने के लिए सामुदायिक रसोई स्थापित करने के प्रस्ताव पर अनुमति/ स्वीकृति। | f | t | f | NA | 3 |
| 114 | स्वरोजगार हेतु ऋण प्राप्त करना | f | t | f | NA | 15 |
| 115 | हाई मास्ट लाइट की मरम्मत की मांग | t | f | f | NA | 30 |

C. List of Attendees

| # | State/ Ministry/ Organization | Name of the participant | Gender | Designation | Department | Contact details |
|----|-------------------------------------|--------------------------|--------|---|---------------------------------|-----------------|
| 1 | MOPR / NIC | Shri. Vivek Bharadwaj | M | Secretary | MoPR | |
| 2 | | Shri. Alok Prem Nagar | M | Joint Secretary (Governance) | MoPR | |
| 3 | | Ms. Padma Kaushik V | F | Under Secretary | MoPR | |
| 4 | | Shri. Mayank Kharbanda | M | Consultant | MoPR | 9888315533 |
| 5 | | Shri. Mohit Gupta | M | Consultant | MoPR | 7827001088 |
| 6 | | Shri. Abhas Vyas | M | Consultant | MoPR | 9479916979 |
| 7 | | Shri. Prerit Sarswat | F | Consultant | MoPR | 9627306006 |
| 8 | | Shri. Varun Tiwari | M | Consultant | MoPR | 7737811058 |
| 9 | | Shri Sanjay Kumar Joshi | M | Scientist F | NIC, MoPR | 8010405456 |
| 10 | | Shri Anjani Kumar Tiwari | M | Social Media | MoPR | 9891438539 |
| 11 | | Hemanth Rawat | M | Social Media | MoPR | 9968064908 |
| 12 | | Atulya Mehta | M | Social Media | MoPR | 8434132357 |
| 13 | | Shri Sreejith N P | M | Scientist E | NIC, MoPR | 9868900074 |
| 14 | UNICEF Wadhvani Bhashini | Ms. Urvashi Kaushik | F | Social Policy M&E Specialist | UNICEF | |
| 15 | | Shri Gibson M Riungu | M | Chief Information Communication Technology | UNICEF | 9311620459 |
| 16 | | Zelalem Taffesse | M | Chief of Field Office | UNICEF Telangana / Hyderabad | |
| 17 | | Ashutosh Sharma | M | T4D Specialist | UNICEF | 7303259181 |
| 18 | | Anubha Dubey | M | ICT Associate | UNICEF | 9212634360 |

| # | State/ Ministry/ Organization | Name of the participant | Gender | Designation | Department | Contact details |
|----|-------------------------------------|---------------------------|--------|-------------------------------------|----------------------------------|-----------------|
| 19 | | Shri. Kamal Das | M | Dean | Wadhvani Institute of Technology | 9686700125 |
| 20 | | Ms Priya Verma | F | Support & Onboarding Manager | Digital India Bhashini division | 9871276669 |
| 21 | | Shri. Sai Haridas | M | | Digital India Bhashini division | 8802710765 |
| 22 | Odisha | Dr. Maheswar Swain | M | OAS Director | PR & Deptt, Odisha | 9437101736 |
| 23 | Odisha | Santosh Kumar Patra | M | Assistant Director | SIRDPR, Odisha | 9437423709 |
| 24 | Odisha | Bhanu Prasad Panigrahi | M | Consultant, KME, SIRDPR | SIRDPR, Odisha | 7894442526 |
| 25 | Odisha | Deepak Kumar Patro | M | Consultant, CB, SoEPR | | 7381976885 |
| 26 | Odisha | Saroj Kumar seth | | Sarpanch | | 9437933520 |
| 27 | Odisha | Ms. Aparna Abhilipsa | F | GPDO, Ganjam Block, Ganjam | | 9439900010 |
| 28 | Odisha | Mr. Ajaya Khadia | M | GPDO, Jamankira Block, Sambalpur | | 9438669298 |
| 29 | Jharkhand | Dr. Shishir Kumar Singh | Male | Deputy Director | PR Department, Jharkhand | 8102360354 |
| 30 | Jharkhand | Mr. Mukesh Kumar Bauri | Male | DPRO | PR Department, Jharkhand | 9123268095 |
| 31 | Jharkhand | Mr. Md. Shafik Alam | Male | DPRO | PR Department, Jharkhand | 9304828015 |
| 32 | Jharkhand | Shri. Aditya Ranjan | Male | Participatory Planning Expert, SPRC | PR Department, Jharkhand | 7408209001 |
| 33 | Jharkhand | Shri. Nikhil Swapnil Ekka | Male | Faculty, E- Governance, SPRC | PR Department, Jharkhand | 9102481725 |
| 34 | Jharkhand | Mr. Md. Tauheed Alam | Male | DPM | | 8294638725 |

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| # | State/ Ministry/ Organization | Name of the participant | Gender | Designation | Department | Contact details |
|----|-------------------------------------|-------------------------|--------|--|--------------------------|--------------------------|
| 35 | Jharkhand | Mr. Shepherd Tirkey | Male | DPM | | 9430341815 |
| 36 | Jharkhand | Ms. Nutan Pahan | Female | Mukhiya | | 7808218205 |
| 37 | Jharkhand | Ms. Dhaneshwari Oraon | Female | Mukhiya | | 9546266943 8250598105 |
| 38 | Jharkhand | Mr. Trilok Kumar Karn | Male | Consultant | PR Department, Jharkhand | 8210280276 |
| 39 | Madhya Pradesh | Mr. Pradyumna Sharma | male | Additional Director | | 9407130066 |
| 40 | Madhya Pradesh | Ms. Preethi Kamal Takur | Female | President Janpath Panchayat Damoh | | 9893192223 |
| 41 | Madhya Pradesh | Smt. Punam Duve | Female | Chief Executive Officer | | 9479154426 |
| 42 | Madhya Pradesh | Shri. Harish Kesarwani | male | Chief Executive Officer | | 6261627985 |
| 43 | Madhya Pradesh | Shri. Mahendhar Yadav | male | Sarpanch, Gram Panchayat Devnagar | | 9179767819 |
| 44 | Madhya Pradesh | Shri. Akhilesh Upadhyay | male | Chief Executive Officer | | 9399352850 |
| 45 | Madhya Pradesh | Shri. Vinod Kumar Jain | Male | Chief Executive Officer | | 9893018884 |
| 46 | Madhya Pradesh | Shri. Sanjay Dagi | Male | Sarpanch | | |
| 47 | Mizoram | Mr.Laltanpuia Hnamte | M | Joint Secretary, Administration Department Local | 9362216869 | 9362216869 |

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| # | State/ Ministry/ Organization | Name of the participant | Gender | Designation | Department | Contact details |
|----|-------------------------------------|----------------------------|--------|---|--|-----------------|
| 48 | Mizoram | Mrs.Lalmuanpuii | F | Elected Woman Representative, Serchhip Kawnpui Village Council | 9402118296 | 9402118296 |
| 49 | Mizoram | Mr. H.Rosangpuia | M | Faculty, SPRC | 7005806175 | 7005806175 |
| 50 | Mizoram | Mr. K. David Lalthanmawia | M | Faculty, SPRC | 9774403012 | 9774403012 |
| 51 | Mizoram | Mr. Benjamin Zalawma Ralte | M | District Local Administration Officer, Champhai District | 8826608104 | 8826608104 |
| 52 | Mizoram | Ms. Grace Lalremdiki Sailo | F | District Local Administration Officer, Mamit District | 8413895975 | 8413895975 |
| 53 | Mizoram | Ms. Dr. C.Vanlalchhanhimi | F | District Local Administration Officer, Serchhip District | 9612058635 | 9612058635 |
| 54 | Gujarath | Mr. Arjunsinh Rathod IAS | Male | Additional Commissioner | Development Additional Development Commissioner Gandhinagar | 9408509064 |
| 55 | Gujarath | Mr. Pareshbhai Desai | Male | President of District Panchayat | President of District Panchayat Navsari | 7046333366 |
| 56 | Gujarath | Mr. Atirang Chaplot IAS | Male | District Development Officer | District Development Officer Valsad | 9978406250 |
| 57 | Gujarath | Mr. Bhinal Khatri | Male | SLE, E - Gram Socity, DC Office | SLE, E - Gram Socity, DC Office Gandhinagar | 9104236657 |

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| # | State/ Ministry/ Organization | Name of the participant | Gender | Designation | Department | Contact details |
|----|-------------------------------------|-------------------------|--------|--|---|-----------------|
| 58 | Gujarath | Mr. Roshan Patel | Male | Dy. Chitnish DC Office | Dy. Chitnish DC Office, Gandhinagar | 9427880795 |
| 59 | Gujarath | Mr. Vimal Patel | Male | Dy. District Development Officer | Dy. District Development Officer Dis. Vadodara | 9979001171 |
| 60 | Gujarath | Mr.Jigar Chaudhary | Male | Taluka Development officer | Taluka Development officer Taluka Becharaji Dis. Mahesana | 9408608316 |
| 61 | Gujarath | Mr. Rajubhai D Rohit | Male | Sarpanch, GP Kadadhara Ta. Dabhoi Dis. Baroda | Sarpanch, GP Kadadhara Ta. Dabhoi Dis. Baroda | 9913955498 |
| 62 | Gujarath | Mr. Hiteshbhai R. Patel | Male | Sarpanch, GP Kayavarohan Ta. Dabhoi Dis. Baroda | Sarpanch, GP Kayavarohan Ta. Dabhoi Dis. Baroda | 9925764605 |
| 63 | Gujarath | Mr. Rajnibhai Patel | Male | Sarpanch, GP Pisai Ta. Dabhoi Dis. Baroda | Sarpanch, GP Pisai Ta. Dabhoi Dis. Baroda | 9913955498 |
| 64 | Telangana | Mr. P.Ravinder | M | Deputy Commissioner (Mdl) | | |
| 65 | Telangana | Mr. P.J. Wesley | M | Deputy Commissioner (e-Gov) | | |
| 66 | Telangana | Mr. G. RamReddy | M | Chief Executive Officer , Warangal | | |
| 67 | Telangana | Ms. B. Neeraja | F | Dy. Chief Executive Officer, Medchal-Malkajgiri | | |

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| # | State/ Ministry/ Organization | Name of the participant | Gender | Designation | Department | Contact details |
|----|-------------------------------------|-------------------------|--------|--|------------|-----------------|
| 68 | Telangana | Mr. V. Suresh Mohan | M | District Panchayat Officer, Ranga Reddy | | |
| 69 | Telangana | Mr. B. Srikanth | M | Divisional Panchayat Officer, Yadadri- Bhuvangiri | | |
| 70 | Telangana | Mr. Santosh Kumar | M | MPDO, Sadasivanagar, Kamareddy | | |
| 71 | Telangana | Ms. Srilatha | F | MPO, Yacharam, Ranga Reddy | | |
| 72 | Telangana | Mr. Shiva Kumar | M | Panchayat Secretary, Dandu Mailarem, Ibrahimpatnam Mandal, Ranga Reddy | | |
| 73 | Telangana | Mr. Ramana Murthy | M | Panchayat Secretary, Chapla Thanda, Dornakal Mandal, Mahabubabad | | |
| 74 | Andra Pradesh | Mr. K Anand | Male | OSD Panchayats | | |
| 75 | Andra Pradesh | Mr. N Ramnath Reddy | Male | Additional Commissioner, GSWS Department | | |
| 76 | Andrapradesh | Mr. C Balaji | Male | SPC IT | | |
| 77 | Andrapradesh | Mr. R Nagendra | Male | PO IT | | 9491349751 |
| 78 | Andrapradesh | Mr. N Vinod Kumar | Male | SPMU | | |
| 79 | Andrapradesh | Mr. A Pradeep Kumar | Male | Kollipara Gram Panchayat | | |

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| # | State/ Ministry/ Organization | Name of the participant | Gender | Designation | Department | Contact details |
|----|-------------------------------------|---------------------------|--------|---------------------------|---------------------------------|-----------------|
| 80 | Andrapradesh | Mr. L Chandra Sekhar | Male | Karlapalem Gram Panchayat | | |
| 81 | Andrapradesh | Mr. Ratna Kishore | Male | Training Manager | | |
| 82 | Andhra Pradesh | Dasari Yedu Kondalu | Male | Consultnat | SoEPR | |
| 83 | Telangana | Upendar Korra | Male | Sr. Consultant | SoEPR | |
| 84 | Jharkhand | Ajit Kumar Singh | Male | Consultnat | SoEPR | |
| 85 | Andhra Pradesh | Korada Nagaraju | Male | Consultnat | SoEPR | |
| 86 | Andhra Pradesh | Kota Mohana Rao | Male | Consultnat | SoEPR | |
| 87 | Andhra Pradesh | Sirigiri Srinivasa Rao | Male | Consultnat | SoEPR | |
| 88 | Andhra Pradesh | Akkrapakam Prasad | Male | Consultnat | SoEPR | |
| 89 | Andhra Pradesh | Krishnagiri Nageswara Rao | Male | Consultnat | SoEPR | |
| 90 | Madhya Pradesh | Munish Jain | Male | Consultnat | SoEPR | |
| 91 | Telangana | M Rajendar | Male | Consultnat | SoEPR | |
| 92 | Telangana | Poli Sudhakar Reddy | M | Consultnat | SoEPR | |
| 93 | Telangana | Vidyullatha | F | Consultnat | SoEPR | |
| 94 | Telangana | Kaluri Ashalatha | F | Consultnat | SoEPR | |
| 95 | Maharashtra | Sumit Misram | M | Consultnat | SoEPR | |
| 96 | Telangana | Dr. Nikhila , IAS | F | IAS | Telangana , SIRD | |
| 97 | Telangana | S. Prasuna Rani | F | Joint Director (RD) | TGIRD, Rajendranagar, Hyderabad | 9014187710 |

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| # | State/ Ministry/ Organization | Name of the participant | Gender | Designation | Department | Contact details |
|-----|-------------------------------------|-------------------------|--------|--|---|-----------------|
| 98 | Telangana | B. Raghavendra Rao | M | Centre Head, Trainings (RD&T) | TGIRD, Rajendranagar, Hyderabad | 9705903000 |
| 99 | Telangana | K. Suvidha | M | Dy. Director (Accts), CH, IG&eG, CWCD | TGIRD, Rajendranagar, Hyderabad | 9493231818 |
| 100 | Telangana | K. Anil Kumar | M | Centre Head, CDPA | TGIRD, Rajendranagar, Hyderabad | 9440546101 |
| 101 | Telangana | Ch, Srinivas | M | Professor, CNRM | TGIRD, Rajendranagar, Hyderabad | 8008866533 |
| 102 | Telangana | R. Steeven Neel | M | Professor, JS, CDS | TGIRD, Rajendranagar, Hyderabad | 8374348354 |
| 103 | Telangana | K Ramana Murthy | M | Faculty, TGIRD | TGIRD, Rajendranagar, Hyderabad | 9393144001 |
| 104 | Telangana | Shaik Munwar Ahamed | M | JRP | TGIRD, Rajendranagar, Hyderabad | 7386791670 |
| 105 | Telangana | Dr. Nageshwar Rao | M | RA | TGIRD, Rajendranagar, Hyderabad | 9293712950 |
| 106 | Telangana | M V Sailesh | M | Principal, ETC | ETC, Rajendranagar | 6281507395 |
| 107 | Telangana | D. Vijayanaik | M | Principal, ETC | ETC, Hasanparty | 8309530991 |
| 108 | Telangana | K. Krupakar | M | Faculty, ETC | ETC, Hasanparty | 9866434288 |
| 109 | Telangana | K. Laxmi Narayana | M | Divisional Panchayat Officer | Kandukur Division, Ranagareddy District | 9849982981 |
| 110 | Telangana | Vittaleshwarjee | M | Mandal Panchayat Officer | Chevella Mandal, Ranagareddy District | 9848823770 |
| 111 | Telangana | M. Jayanth Reddy | M | Mandal Panchayat Officer | Farooqnagar Mandal, Ranagareddy District | 8008901105 |

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| # | State/ Ministry/ Organization | Name of the participant | Gender | Designation | Department | Contact details |
|-----|-------------------------------------|-------------------------|--------|----------------------------|---|-----------------|
| 112 | Telangana | Kistaiah | M | Mandal Panchayat Officer | Keshampet Mandal, Ranagareddy District | 8125209849 |
| 113 | Telangana | L.Sundar | M | Mandal Panchayat Officer | Pudur Mandal, Vikarabad District | 7981664951 |
| 114 | Telangana | MD.Shafiullah | M | Mandal Panchayat Officer | Dharur Mandal, Vikarabad District | 9849515190 |
| 115 | Telangana | H.Surender | M | Panchayat Secretary Gr-I | GP Penjerla of Kothur Mandal, Ranagareddy District | 9182183400 |
| 116 | Telangana | L Rajkumar | M | Panchayat Secretary Gr-II | GP Mukunoor of Ibrahimpattam Mandal, Ranagareddy District | 9948212197 |
| 117 | Telangana | Ramchandraiah | M | Panchayat Secretary Gr-III | GP Billkal of Marpally Mandal, Vikarabad District | 8074340536 |
| 118 | Telangana | B.Swapna | F | Panchayat secretary Gr-IV | GP Gaddamalliahguda of Yacharam Mandal, Ranagareddy District | 9948005513 |
| 119 | Telangana | S.Tirupathi Reddy | | Panchayat secretary | GP Rampally Daira of Keesara Mandal, Medchal Malkajigiri District | 8885840448 |
| 120 | Telangana | Mr. E Anil Kumar | M | | | |
| 121 | Telangana | Mr. M Nageswara Rao | M | Deputy CEO | | |

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| # | State/ Ministry/ Organization | Name of the participant | Gender | Designation | Department | Contact details |
|-----|-------------------------------------|-------------------------|--------|---------------------|--|-----------------|
| 122 | Telangana | K Bhavani Prasad | M | SPM | | |
| 123 | Telangana | K. Sudharshan | M | Panchayat secretary | GP Ankireddy Pally of Keesara Mandal, Medchal Malkajigiri District | 8978907990 |
| 124 | AP | Mr. Kapurapu Mahender | M | SPC | NIRDPR | 9949192608 |
| 125 | AP | Mr. Attada Krishna | M | YF | NIRDPR | 9989957046 |
| 126 | AP | Mr. P Danaiah | M | YF | NIRDPR | 6301293374 |
| 127 | AP | Ms. A Mounika | F | YF | NIRDPR | 9491492149 |
| 128 | Bihar | Mr. Ranveer Kumar | M | YF | NIRDPR | 9572836270 |
| 129 | DNH & DD | Mr. K Pritam Ramdas | M | YF | NIRDPR | 9922812496 |
| 130 | Gujarat | Mr. B Rajendra Kedare | M | YF | NIRDPR | 9890424108 |
| 131 | Gujarat | Mr. Vasudeo Madhukar | M | YF | NIRDPR | 9767876842 |
| 132 | J&K | Ms. Shafaqat Nasir | F | YF | NIRDPR | 7780930993 |
| 133 | Jharkhand | Mr. Jaiswal | M | YF | NIRDPR | 8409167779 |
| 134 | Karnataka | Mr. D Manoj Kumar | M | YF | NIRDPR | 9948515992 |
| 135 | MP | Ms. Digvijay Singh | F | YF | NIRDPR | 9015153116 |
| 136 | MP | Mr. Rinkseh Sahu | M | YF | NIRDPR | 9179158430 |
| 137 | MP | Mr. Aman Kaushik | M | YF | NIRDPR | 8269997714 |
| 138 | MP | Mr. Aman Tyagi | M | YF | NIRDPR | 9315300758 |
| 139 | MP | Mr. P Awejkha Iliyaskha | M | YF | NIRDPR | 9767694494 |
| 140 | MP | Mr. Anand Shakya | m | YF | NIRDPR | 8882650583 |
| 141 | MP | Mr. Heera lal Jaiswal | M | YF | NIRDPR | 8770347826 |
| 142 | MP | Mr. Dharmendra Singh | M | YF | NIRDPR | 9755488043 |

| # | State/ Ministry/ Organization | Name of the participant | Gender | Designation | Department | Contact details |
|----------|--|--------------------------------|---------------|--------------------|-------------------|------------------------|
| 143 | Maharashtra | Mr. Bedre Vishal Rustumrao | M | YF | NIRDPR | 7387057566 |
| 144 | Maharashtra | Ms. Gaikwad Nikita | F | YF | NIRDPR | 8788561261 |
| 145 | Maharashtra | Ms. Asiya Zakir Sayyad | F | YF | NIRDPR | 8007882980 |
| 146 | Maharashtra | Mr. Gayakwad Shyam | M | YF | NIRDPR | 9834161001 |