

# **Status of service delivery by Gram Panchayats in Bihar**

# Bihar at Glance

- Area : 94,160 sq.kms
- Districts Panchayat : 38
- Block Panchayat : 533
- Sub-divisions : 101
- Municipal Corporations : 17
- Gram Panchayats : 8053
- Total Population : 1038 lakh
- Rural Population : 920.7 lakh
- Urban Population : 117.3 lakh



## Status of Citizen Charter Dashboard

Sl. No	Category Name	Count
1	Identification of Nodal Officer Details at ZP and Block Level	ZP = 32 Block = 533
2	Grama Sabha Scheduled	7695
3	Grama Sabha Held	7693
4	Facilitators	8009
5	GPs with Citizen Charter Prepared	7067
6	GPs with Citizen Charter Approved	6999
7	Total Services Offered	23

# Services delivered by Gram Panchayats

- Panchayat as owner - 32
- Panchayat as stakeholder -14
- Mode of service delivery: Online - 17
- Details of online delivery service modes – <https://rtps.bihar.gov.in>

# Services provided with Panchayat as owner

<b>Services Offered by Panchayat as Owner</b>	
<b>Sl.No</b>	<b>Name of the Service</b>
<b>1</b>	<b>2</b>
1	Death Certificate
2	Birth Certificate
3	Residential
4	Caste certificate
5	Income Certificate
6	Maintenance/ improvement in Playground/ Public Parks
7	Request for work under MGNREGA
8	Issue of MGNREGA Job card
9	Demand for hand washing facility ,
10	Sanitisation of Public Places viz. Roads, drains, marketplaces, etc.
11	Request for COVID Kit
12	Maintenance of Street Light (Minor Repairs)
13	Request to install streetlight at new location
14	Repair/ maintenance of community toilets
15	Request for supply of Bin for waste disposal
16	Cleanliness of Rainwater harvesting structures in community



## Services provided with Panchayat as owner

Sl.No	Name of the Service
1	2
17	Request for installation of High mast
18	Maintenance of Street Light (Minor Repairs)
19	Request to install streetlight at new location
20	Maintenance/ improvement in burial grounds
21	Application for Pension for old age
22	Application for Pension for Widow
23	Application for Pension for disabled
24	Application for sanction of IHHL
25	Maintenance of Village roads
26	Issues related to internet Service in Panchayat
27	Availability of Wi-fi Service in Panchayat
28	Maintenance of drinking water (Minor Repairs)
29	Individual Household waste collection & transportation
30	Repair of Handpump
31	Provision for Drinking water for livestock
32	Sanction of water supply connection

# Services provided with Panchayat as stakeholder

<b>Services Offered by Panchayat as Stakeholder only</b>	
<b>Sl. No</b>	<b>Name of the Service</b>
<b>1</b>	<b>2</b>
1	Issues related to admission in Government Primary school
2	Request to recommend for skill training under PM KVV
3	Issues related to feeding programmes of AWC
4	Maintenance/ improvement in Yoga Centres
5	Request for enrolling in Skill training programmes
6	Request to setup community kitchen for feeding destitute
7	Preparation of new Ration Card
8	Addition/ deletion of name in Ration Card
9	Request to include under the beneficiary list for allocation of food grains under Targeted Public Distribution system (TPDS)
10	Health and sanitation, including hospitals, primary health centers and dispensaries
11	Issues related to provision of Mid-day meal for students in Government schools
12	Cleanliness of Rainwater harvesting structures in community
13	Issues related to immunization of children and mothers by Asha & Anganwadi centres
14	Provision of Public libraries with adequate number of books and periodicals

# Details of online services

Services Offered by Panchayat through Online	
Sl. No	Name of the Service
1	2
1	Death Certificate
2	Birth Certificate
3	Residence Certificate
4	Caste Certificate
5	Income Certificate
6	Preparation of new Ration Card
7	Request for work under MGNREGA
8	Issue of MGNREGA Job card
9	Demand for hand washing facility
10	Sanitisation of Public Places viz. Roads, drains, marketplaces, etc.
11	Request for COVID Kit
12	Addition/ deletion of name in Ration Card
13	Request to include under the beneficiary list for allocation of food grains under Targeted Public Distribution system (TPDS)
14	Application for sanction of IHHL
15	Application for Pension for old age
16	Application for Pension for Widow
17	Application for Pension for disabled



## Progress with respect to Mysuru declaration

- 17 services are brought online mode
- The panchayat functionaries being given continuous orientation on delivering online services.
- The citizen grievances are being attended through online.

# Bihar Panchayat Raj Act, 2006 & (RTPS) Act, 2011,

The **Bihar Panchayat Raj Act, 2006**, in combination with the **Right to Public Services (RTPS) Act, 2011**, provides a framework for ensuring transparency, accountability, and efficiency in the delivery of public services to the citizens of Bihar.

- ❑ **Defined Timeframes:** Stipulates time-bound delivery of services like caste certificates, income certificates, and other essential documents.
- ❑ **Applicability to Panchayats:** Panchayats serve as the access points for RTPS services in rural areas.
- ❑ **Accountability Mechanism:** Ensures that officers responsible for delivering services are held accountable for delays or denials, with provisions for penalties.
- ❑ **Ease of Access:** Village-level officials like Panchayat Secretaries or Village Development Officers are designated for providing these services under RTPS.

## **Key Services under RTPS Linked to Panchayats**

**Services often provided through Panchayats under the RTPS framework include:**

- ✓ Issuance of Certificates: Birth, death, domicile, caste, income, and residence certificates.
- ✓ Land-Related Services: Mutation and land records.
- ✓ Social Welfare Services: Pensions, ration cards, and benefits under government schemes.

# Digitization of service delivery

<https://rtps.bihar.gov.in/>

- All important certificates like Caste, Residential, Income & other services are issued with the digitally by Panchayat Secretary through RTPS.



# लोक सेवाओं का अधिकार एवं अन्य सेवाएँ

## RTPS and Other Services

(e-District Mission Mode Project)



### Dashboard for Online Services

Login for M

Service

RTPS

Department

General A

Year

2024

Month

All

### Cumulative Counts

34619736

Delivered

33734888

Delivered WT

884848

Delivered OT

657837

Under Process

656411

Under Process WT

1426

Under Process OT

### Previous Day Counts

101832

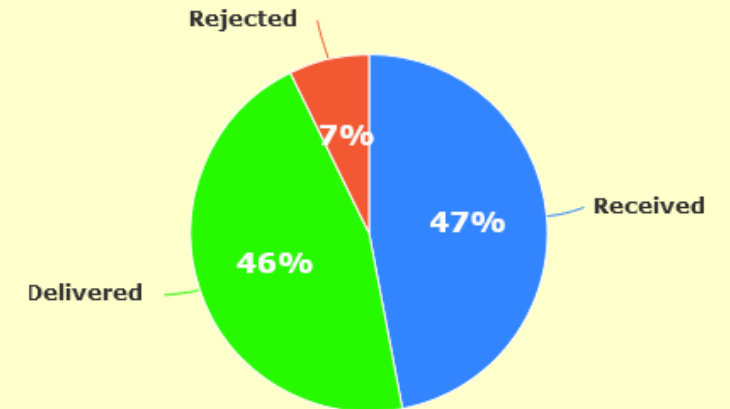
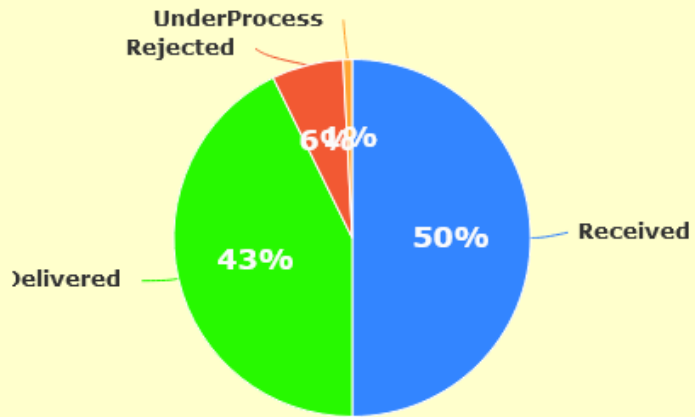
Received

99017

Delivered

15783

Rejected



Last data synced on: 15-11-2024 **Abberiviation Used** : WT=Within TimeLine, OT=Outside TimeLine



Application Submission Level **All** Panchayat Application Count Report (Please select parameters as per Report Requirement)

Department	Service Name	Submission Mode	District	Sub-Division	Block	Panchayat	*From Date	*To Date
GAD	All	कीओस्क	All	All	All	All	01-11-2024	15-11-2024

Get Report

Copy Excel PDF

District	Total Received (T)	Total Disposed out of T (A+R)	Total Approved (A)	Approved Within TL (A-I)	Approved After TL (A-II)	Total Rejected (R)	Rejected Within TL (R-I)	Rejected After TL (R-II)
ARARIA	633	218	151	151	0	67	67	0
ARWAL	10	4	3	3	0	1	1	0
AURANGABAD	18	2	2	2	0	0	0	0
BANKA	151	121	74	74	0	47	47	0
BEGUSARAI	39	26	25	25	0	1	1	0
BHAGALPUR	479	272	209	209	0	63	63	0
BHOJPUR	88	56	53	53	0	3	3	0
BUXAR	7	6	3	3	0	3	3	0
DARBHANGA	2	0	0	0	0	0	0	0
GAYA	238	128	81	81	0	47	47	0
GOPALGANJ	101	67	49	49	0	18	18	0
JAMUI	14	7	7	7	0	0	0	0
JEHANABAD	163	75	58	58	0	17	17	0
KAIMUR(BHABUA)	331	117	77	77	0	40	40	0
KATIHAR	43	16	12	12	0	4	4	0
KHAGARIA	350	169	116	116	0	53	53	0
KISHANGANJ	375	155	120	120	0	35	35	0
LAKHISARAI	89	47	38	38	0	9	9	0
MADHEPURA	49	22	13	13	0	9	9	0
MADHUBANI	129	28	6	6	0	22	22	0
<b>Total</b>	<b>10541</b>	<b>5012</b>	<b>3699</b>	<b>3698</b>	<b>1</b>	<b>1313</b>	<b>1312</b>	<b>1</b>

Showing 1 to 20 of 37 entries





# Citizen Charter “Meri Panchayat, Mera Adhikaar – Jan Sevaayein Hamaare Dwaar” Campaign.

- The Panchayats across the State have conducted Structured Gram Sabha meetings to finalize their Citizen Charter.
- The following activities are taken up with regard finalization of citizen charter on Website URL: <https://panchayatcharter.nic.in>
- Appoint Nodal Officers at State, District Panchayat and Block Panchayat Level – **Completed**.
- Details of Department Nodal Officers - **Completed**
- Capture the Services offered by Panchayats - **Completed**
- Service Master by State - **Completed**
- Advisory issues to Panchayats on preparing Citizen Charter - **Completed**
- To schedule and manage Gram Sabha at Gram Panchayat Level - **Completed**
- Appointment of Facilitators at Gram Panchayat level – **Completed**





# Way Forward: State's Plan towards deepening Service Delivery



e-signing and Authentication on the Digital Certificates/ Proceedings of Citizen Services being issued by the Panchayat Secretary.



More services to be brought online



The system of redressal citizen grievances to be improved

## Own Sources of revenue of Gram Panchayats

1. Income from Ayurvedic Garden.
2. User charges for maintenance of Peyjal Rs.30 per user
3. Fee from Markets, Local Haat etc., 1500 Per Week
4. Donations (including CSR funds) and Deposits
5. Income from sale of compost
6. Shopping Complexes (Other remunerative Assets)
7. Income from fisheries
8. Sanitation (SWACHHTA) Rs.30 per user
9. State Board Tubell 20 Rs Per Hour
10. Medical Waste Garbage- 8000

**Thank You**