

Benchmarking Rural Service Delivery

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Key Challenges in Implementation of RTPS Across States

- **Lack of Awareness:** Many Panchayat officials and rural citizens are unaware of the services and rights available under the RTPS Act, resulting in underutilization of the system.
- **Poor Digital Infrastructure:** Digital penetration is uneven, especially in rural and remote areas. Panchayats in many states struggle to provide services due to lack of internet connectivity, computers, and other essential infrastructure.
- **Delayed Service Delivery:** Bureaucratic inefficiencies, delayed fund transfers, and lack of coordination between Panchayats and higher administrative levels lead to service delays, violating RTPS timelines.
- **Weak Monitoring and Accountability:** In many states, there are inadequate systems to monitor service timelines.
- **Capacity Gaps:** Panchayat members and officials lack the necessary training to implement RTPS provisions effectively, particularly in handling digital services.
- **Political Interference:** Local political dynamics interfere with the fair and timely delivery of services under the RTPS Act.
- **Red Tape:** complex bureaucratic processes deter the timely delivery of services in several states.
- **Lack of Uniform and Efficient Administrative processes**

State Specific Challenges

State	Challenges
Assam	<ul style="list-style-type: none">➤ Infrastructure issues in rural areas,➤ low digital literacy, and➤ delays in service delivery due to administrative bottlenecks.
Arunachal Pradesh	<ul style="list-style-type: none">➤ Limited digital infrastructure in remote regions,➤ insufficient staff training, and connectivity issues.
Bihar	<ul style="list-style-type: none">➤ High service demand,➤ delays in rural outreach, and➤ lack of adherence to timelines
Chhattisgarh	<ul style="list-style-type: none">➤ Remote areas face network connectivity issues,➤ lack of awareness among citizens, and inadequate staff.
Maharashtra	<ul style="list-style-type: none">➤ Rural digital divide,➤ bureaucratic inefficiency, and➤ low public awareness about service guarantees.
Nagaland	<ul style="list-style-type: none">➤ Difficult terrain, low internet penetration,➤ inadequate digital infrastructure, and staff shortages.
Uttar Pradesh	<ul style="list-style-type: none">➤ High demand in densely populated areas,➤ low digital literacy in rural areas, and➤ delays in service delivery.
Uttarakhand	<ul style="list-style-type: none">➤ Lack of sufficient manpower at the GP level➤ Infra and connectivity➤ Poor digital literacy

What is Benchmarking of service delivery by GP

A benchmark in service delivery in rural governance refers to

- a predefined standard or set of criteria that are used to measure and assess the quality, efficiency, and effectiveness of services provided by rural governance institutions
- One of the key benchmarks in rural service delivery is **ensuring timely and efficient delivery of services** to the residents.
- By setting **clear targets and monitoring progress regularly**, Gram Panchayats can ensure that services are delivered efficiently and effectively.
- Another important benchmark in rural service delivery is promoting **transparency and accountability** in governance.
- Overall, setting benchmarks help evaluate the Gram Panchayat's performance as a whole

Importance of Benchmarking in Rural Governance

- **Accountability:** Benchmarks help ensure that local governance institutions are held **accountable for the services they deliver.**
- **Efficiency:** Measuring performance against benchmarks helps **identify inefficiencies and areas for improvement.**
- **Equity:** Benchmarks help ensure that **essential services reach all sections** of the rural population, especially marginalized groups.
- **Transparency:** Clear benchmarks **promote transparency in governance and make it easier for citizens to assess the performance** of their local government.

Service Level Bench Marking (SLB)

Stage – I

Activity level bench marking

State	Timeline for Issuance	Charges	Suggestion
Assam	Within 21 days	Free	<p>The base timeline in all the states is 21 days.</p> <ul style="list-style-type: none"> • Therefore, the service timeline can be fixed as 21 days. • A late fee can be fixed with uniformity Rs.5 every year Additional charges.
Arunachal Pradesh	Within one month	Rs.5	
Receives birth applications, forwards data to local registrar	Within one year	Rs.10	
	After one year	Rs.15	
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Bihar	21 days	Free	
Processes registration and forwards data to state portal for issuance	30 days	2	
	One year	5	
	After 1 year	10	
	Printing	10	
Chhattisgarh	Any time	Free	
Maharashtra	21 days	Free	
	30 days	2	
	One year	5	
	After 1 year	10	
Nagaland	21 days	Free	
	30 days	10	
	One year	20	
	After 1 year	30	
Uttar Pradesh	21 days	20	
	30 days		
	One year		
	After 1 year		
Uttarakhand	21 days	0	
	21-30 days	100	
	31- 1 year	200	
	Above one year	500	

State	Timeline for registration	Charges	Suggestion
Assam (Sewa Sethu) 10 days	21 days	30 and printing charges of Rs.10 / page, Scanning 5	<p>➤ In majority of the representing states, the timeline for registration of Death is either two or four weeks.</p> <p>➤ Therefore, it can be considered midpoint of 3 weeks for registration of death.</p> <p>➤ The cost for registration of death finds huge variation across the states ranging from Rs.2-10 and certificate cost of Rs.10 to 30.</p> <p>➤ The cost also can be streamlined as Free for within three weeks and a fixed late fee may be arrived either Rs.5 or 10.</p> <p>➤ Certificate fee may collected as Rs.20</p>
Arunachal Pradesh	21 days	Rs.5, 10, 15	
Bihar (Certi Rs.10)	21, 30 days, 1year, above	Rs.0, 2,5,10	
Chhattisgarh (Rs. 30 7 days)	21 days		
Maharashtra	21, 30 days, 1year, above	Rs.0, 2,5,10	
Nagaland (State Portal)	21, 30 days, 1year, above	Rs.0, 2,2,10	
Uttar Pradesh (Rs.30, 30 Days)	21, 30 days, 1year, above	Rs.0, 2,5,10	
Uttarakhand	21 days 21-30 days 31- 1 year Above one year	0 100 200 500	

Issuance of Marriage Certificate by Gram Panchayats

Assam	90 days	₹260	- Verify documents	1. Application form	<p>➤The timeline ranges from 7 days to 90 days, the ideal timeline can be fixed at 4 weeks.</p> <p>➤The cost variation among states ranges from Rs.100 530, Rs.100 can be suggestive as nominal fee for marriage certificate.</p> <p>➤Regarding documents need to be submitted looks almost uniform in all the states can be retain</p>
Arunachal Pradesh	60 days	₹100	- Maintain marriage records in Panchayat office	2. ID proof of both parties	
Bihar	15-30 days	₹100 & 150	- Issue certificate upon verification and approval	3. Address proof	
Chhattisgarh	15 days	₹530		4. Two passport-sized photographs	
Maharashtra	7 days	₹125& 150		5. Witness details	
Nagaland (24 Hrs, Rs.10,000/)	7 days	₹100			
Uttar Pradesh	15-30 days	₹100& 150			
Uttarakhand	Within 90 days Above 90 days	100 200	Ordinary (7days) Urgent 3days Very urgent 1 day		

Issuance of Residence Certificate by Gram Panchayats

State	Timeline for Issuance	Charges (Approx.)	Role of Gram Panchayats	Documents Required	Suggestions
Assam	7-10 days	₹30	- Verify documents and applicant's local residency - Approve and endorse the application - Provide endorsement and issue residence certificate	1. Application form 2. ID proof 3. Address proof 4. Passport-sized photograph	➤The timeline ranges from 1 week to 4 weeks, the ideal timeline can be fixed at 2 weeks. ➤The cost variation among states ranges from Rs.20-100, Rs.25 / 50 can be suggestive as nominal fee for Residence certificate. ➤Regarding documents need to be submitted looks almost uniform in all the states can be retain along with the additional requirement of Witness presence.
Arunachal Pradesh	7 days	₹25			
Bihar	15 days	₹20			
Chhattisgarh	30 days	₹30			
Maharashtra	30 days	₹50			
Nagaland	No timeline	₹100			
Uttar Pradesh	30 days	Free	Issued by the DM		
Uttarakhand	15 days				

Issuance of Trade License by Gram Panchayats

State	Timeline for Issuance	Charges Varies by Trade	Documents Required	Role of Gram Panchayats	Suggestions
Assam	15 days	₹ 1750-8650	<ol style="list-style-type: none"> 1. Application Form 2. - Business Address Proof (Utility Bill, Rent Agreement) - ID Proof 3. - Business Tax Payment Proof 4. - Nature of Business Description 5. No Objection Certificate (if required) 6. NOC from local authorities (if needed) 7. - Photos of business establishment 8. - Type and Scale of Business Details 	<ul style="list-style-type: none"> - Verify business details - Conduct inspection (if needed) - Endorse application and issue license - Maintain local business registry 	<ul style="list-style-type: none"> •The timeline ranges from weeks to 4 weeks, the ideal timeline can be fixed at 3 weeks. •Regarding documents need to be submitted looks almost uniform in all the states can be retain with addition of GST registration wherever required.
Arunachal Pradesh	30 days	₹ 750-40000			
Bihar	7-15 days	₹ 25-25000			
Chhattisgarh	7-15days	₹ 100- varies			
Maharashtra	15-30 days	₹ 100-600			
Nagaland	15-30 days	₹ 200-800			
Uttar Pradesh	7-15 days	₹ 100-500			
Uttarakhand	7-12days	Rs.700			

Building plan approval

State	Timeline for Issuance	Charges	Documents Required
Assam	21 days		<ol style="list-style-type: none"> 1. Application form (prescribed format) 2. Proof of land ownership (Sale deed, Patta, etc.) 3. Detailed building plan (architect certified) 4. NOCs from relevant authorities (if applicable) 5. Land use conversion certificate (if applicable) 6. Fee payment receipt 7. Site photographs 8. Environmental clearance (for larger projects)
Arunachal Pradesh	20 days		<ol style="list-style-type: none"> 1. Ownership Document of Site/Plot 2. Extract of Master Plan 3. Building Plans duly signed by Owner, Builder, Architect 4. Plan showing rainwater harvesting pits
Bihar	30 days		<ol style="list-style-type: none"> 1. Application form (prescribed format) 2. Land ownership documents (Sale deed, Patta, etc.)
Chhattisgarh	15 to 30 days		<ol style="list-style-type: none"> 3. Building plan drawings 4. NOCs from relevant authorities (if applicable) 5. Land use conversion certificate (if applicable) 6. Fee receipt
Maharashtra	15 to 30 days (varies by project type and area)		<ol style="list-style-type: none"> 7. Site photographs 8. Environmental clearances (if applicable)
Nagaland	30 days		
Uttar Pradesh	30 days		
Uttarkhand	7 days	CEO, zilla panchayat	Uniform building plan approval

SERVICES

Services	Assam	Arunachal	Bihar	Chhattisgarh	Maharashtra	Nagaland	Uttar Pradesh	Suggestive timeline
Affidavit of Caste	7-15 days	7-15 days	7-15 days	10-15 days	7-10 days	7-15 days	7-15 days	7 Days
Affidavit of income	7-15 days	7-15 days	7-15 days	10-15 days	7-10 days	7-15 days	7-15 days	10 Days
Affidavit of Widow	7-15 days	7-15 days	7-15 days	10-15 days	7-10 days	7-15 days	7-15 days	10 Days
Name Change Affidavit	7-15 days	7-15 days	7-15 days	10-15 days	7-10 days	7-15 days	7-15 days	15 days
Assistance Apply for NOC	7-15 days	7-15 days	7-15 days	7-15 days	7-10 days	7-15 days	7-15 days	15 days
NOC for setting up small industry	15-30 days	15-30 days	15-30 days	10-30 days	10-15 days	15-30 days	15-30 days	20 days
Apply for NOC	7-15 days	7-15 days	7-15 days	7-15 days	7-10 days	7-15 days	7-15 days	15 days
ASD (Assistance Destitute)	15-30 days	15-30 days	10-30 days	15-30 days	15-30 days	15-30 days	15-30 days	20 days
Abstract Copy of Ordinary Resident Register (ORR)	7-15 days	7-15 days	7-15 days	7-15 days	7-10 days	7-15 days	7-15 days	15 Days
Registration of Non - motorized Vehicle	7-15 days	7-10 days	7-10 days	7-15 days	7-10 days	7-15 days	7-15 days	15 Days
Tenant Registration	7-15 days	7-10 days	7-10 days	7-15 days	7-10 days	7-15 days	7-15 days	15 Days

Old Age Pension Scheme

State	Timeline for Application Processing	Documents Required	Role of Gram Panchayats	Suggestions
Assam	15-30 days	1. Application form 2. Age proof (Aadhaar, birth certificate) 3. Income certificate 4. Passport-sized photo 5. Bank account details	- Verify applicant's eligibility (age, income, residency) - Approve application - Forward to district / state welfare department for processing -	Considering the importance of service and helping the old people, the timeline for the service may be considered 30 days. Documents required are similar in all the states can be retain as it is mentioned No state is collecting any fee for this service need to be maintained.
Arunachal Pradesh	15-30 days			
Bihar	15-30 days			
Chhattisgarh	15-30 days			
Maharashtra	30-45 days			
Nagaland	15-30 days			
Uttar Pradesh	15-30 days			

Supply of Drinking Water by Gram Panchayats

State	Timeline for Water Supply Connection	Quantity of Water Supply (per household/day)	Water Supply Charges (per month)	Suggestions
Assam	15-30 days	40-55 liters per capita per day (LPCD)	INR 50-200	<p>➤The timeline for new connection ranges from 4 weeks to 8 weeks, the ideal timeline can be fixed at 4 weeks.</p> <p>➤Quantity of water supply may fixed national norm of water supply ie. 55LPCD as minimum and states having better water source can fix beyond.</p> <p>➤The cost varies depending upon the type of connection and quantum of water supply can be continued.</p>
Arunachal Pradesh	30-45 days	50 LPCD	INR 100-300	
Bihar	15-30 days	50-60 LPCD	INR 50-150	
Chhattisgarh	20-30 days	55-70 LPCD	INR 50-200	
Maharashtra	30-45 days	55-60 LPCD	INR 100-250	
Nagaland	15-30 days	50 LPCD	INR 100-300	
Uttar Pradesh	15-30 days	55-60 LPCD	INR 50-200	
Uttarakhand	No clarity		2350	

Citizen Charter for Waste Collection Services by Gram Panchayats

State	Waste Collection Services	Timeline	Charges	Suggestions
Assam	<ul style="list-style-type: none"> ➤ Waste collected door-to-door daily or on alternate days or weekly ➤ Segregation of dry and wet waste encouraged ➤ Focus on biodegradable and non-biodegradable separation ➤ Separate bins provided for dry and wet waste ➤ Community waste management 	Daily or Alternate Days	30-100 per month	<p>It is essential to consider, to collect household waste and community wastes in every alternative days in rural areas and daily collection in the gram panchayats located near urban areas.</p> <p>It is difficult to fix the cost uniformly because of the maintenance cost involved in collection and segregation.</p>
Arunachal Pradesh		Alternate Days or Weekly	50-150 per month	
Bihar		Daily or Alternate Days	20-100 per month	
Chhattisgarh		Alternate Days or Weekly	30-100 per month	
Maharashtra		Daily or Alternate Days	50-200 per month	
Nagaland		Weekly or Bi-weekly	50-150 per month	
Uttar Pradesh		Daily or Alternate Days	30-100 per month	

Benchmarking Sanitation Services by Gram Panchayats

State	Sanitation Program/Initiatives	Toilets Construction Target	Waste Collection Frequency	Key Benchmarks	Suggestions
State	Sanitation Program/Initiatives	Toilet Construction Target	Waste Collection Frequency	Key Benchmarks	It is essential to consider, to collect household waste and community wastes in every alternative days in rural areas and daily collection in the gram panchayats located near urban areas.
Assam	Swachh Bharat Mission (Gramin) Atal Mission for Rejuvenation and Urban Transformation (AMRUT)	100% toilet coverage in rural households ODF status	Daily or alternate days	- Achieving ODF status across rural Assam - Increasing awareness on sanitation and hygiene	
Arunachal Pradesh	Swachh Bharat Mission (Gramin) Jal Jeevan Mission	Full toilet coverage by 2025	Weekly or bi-weekly	- Achieving 100% - Ensuring every village is ODF	
Bihar	Swachh Bharat Mission (Gramin) National Rural Drinking Water Programme	100% toilet coverage by 2025	Daily or alternate days	- Achieving ODF status in rural areas - Emphasizing waste segregation and cleanliness	
Chhattisgarh	Swachh Bharat Mission (Gramin) Nirmal Bharat Abhiyan	Achieve 100% toilet coverage by 2025	Weekly or alternate days	- Achieving ODF status - Regular monitoring and evaluation of toilet construction	
Maharashtra	Swachh Bharat Mission (Gramin) Jalyukta Shivar Yojana	100% toilet coverage and water sanitation by 2022	Daily or alternate days	- Achieving ODF status - Increased focus on rural cleanliness - High participation in sanitation campaigns and toilet usage	
Nagaland	Swachh Bharat Mission (Gramin) Clean Village Program	Full coverage for household toilets by 2025	Bi-weekly or weekly	- ODF status in every district - Construction of toilets and water facilities in rural areas	

STAGE II

Gram Panchayat Level Bench Marking

Mandatory Services

Service Area	Benchmark	Measurable Indicators
E-Governance 1. Birth Certificate 2. Death Certificate 3. Marriage Certificate Residence Certificate 4. Trade License 5. Construction permit 6. NOC for setting up small industry 7. Issue of Advertisement License 8. Abstract Copy of Ordinary Resident Register (ORR) 9. Affidavit of Caste 10. Affidavit of income 11. Affidavit of Widow Assistance 12. Apply for NOC 13. ASD (Assistance Destitute) 14. Old Age Pension Scheme 15. e –challan (stamp duty) 16. Get a Copy of FIR 17. Income certificate (Gram Panchayat) 18. Installation of Mobile Tower 19. Linguistic Minority Certificate 20. Name Change Affidavit 21. Nomad -Denotified Caste 22. Police Verification Certificate 23. Registration of Non - motorized Vehicle 24. Religious Minority Certificate 25. Senior Citizen Certificate 26. Registration 27. Temporary Residence Certificate 28. Tenant Registration 29. Trade Registration 30. Unreserved Caste Certificate 31. Widow Certificate 32. Survey No. Details	100% digital distribution of certificates and approvals	No. Of services provided through digital mode out of total services Percentage of services delivered on-time

Civic Functions

Service Area	Benchmark	Measurable Indicators
Water Supply	Access to safe drinking water within 500 meters of households	<ul style="list-style-type: none">- Percentage of households with piped water supply- Functionality of water supply schemes
Sanitation	Open defecation-free villages with functional sanitation	<ul style="list-style-type: none">- Percentage of households with toilets- Frequency of sanitation inspections
Healthcare	Access to primary health centers (PHCs) within 5 km	<ul style="list-style-type: none">- Doctor-to-patient ratio- Availability of essential medicines- Immunization coverage
Education	Universal access to primary and secondary education	<ul style="list-style-type: none">- Enrolment rates in schools- Dropout rates- Teacher-student ratio
Waste Management	Solid waste collection and disposal systems in place	<ul style="list-style-type: none">- Percentage of households with waste disposal services- Frequency of waste collection
Social Welfare Programs	Inclusion of vulnerable groups in welfare schemes	<ul style="list-style-type: none">- Percentage of eligible households enrolled in social schemes (e.g., pensions,

Provision of Basic infrastructure

Service Area	Benchmark	Measurable Indicators
Agriculture & Irrigation	Access to irrigation for at least 70% of farmland	<ul style="list-style-type: none">- Percentage of farmers benefiting from irrigation- Availability of extension services
Rural Employment (MGNREGA)	100 days of wage employment for registered households	<ul style="list-style-type: none">- Number of workdays provided per household- Timely payment of wages
Roads & Connectivity	All-weather roads connecting all villages	<ul style="list-style-type: none">- Percentage of villages connected by roads- Road maintenance frequency
Electrification	24/7 electricity supply in rural households	<ul style="list-style-type: none">- Percentage of households with electricity- Hours of electricity availability
Public Distribution System (PDS)	Access to subsidized food grains for all eligible families	<ul style="list-style-type: none">- Number of households receiving PDS benefits- Frequency of PDS stock replenishment
Housing	100% coverage of Houses to houseless	<p>Percentage of families covered under PMAY-G</p> <p>No. of families houseless</p>

Rural Sanitation through Gram Panchayats		
Sanitation Benchmark Area	Benchmark	Measurable Indicators
Open Defecation Free (ODF) Status	100% ODF status (No open defecation in the village)	<ul style="list-style-type: none">- Percentage of households with access to toilets- Number of villages declared ODF
Household Sanitation Coverage	100% coverage of household toilets	<ul style="list-style-type: none">- Percentage of households with functional toilets
Community and Public Toilets	Accessible and clean public/community toilets	<ul style="list-style-type: none">- Number of public toilets available- Frequency of cleaning and maintenance of public toilets
Solid Waste Management	Regular solid waste collection and disposal services	<ul style="list-style-type: none">- Percentage of households covered by waste collection- Frequency of waste collection services
Liquid Waste Management	Proper drainage systems for liquid waste disposal	<ul style="list-style-type: none">- Length of functional drainage systems- Percentage of households connected to drainage networks
Waste Segregation	Segregation of waste at source (biodegradable/non-biodegradable)	<ul style="list-style-type: none">- Percentage of households practicing waste segregation- Number of waste segregation centers
Waste Recycling and Composting	Promoting composting and recycling practices	<ul style="list-style-type: none">- Number of households practicing composting- Number of composting units installed
Hygiene Awareness Programs	Regular hygiene and sanitation awareness programs	<ul style="list-style-type: none">- Number of awareness programs conducted- Participation rate in hygiene campaigns
School Sanitation	100% availability of functional toilets in schools	<ul style="list-style-type: none">- Percentage of schools with separate toilets for boys and girls- Frequency of cleaning school toilets
Menstrual Hygiene Management	Facilities and awareness for menstrual hygiene	<ul style="list-style-type: none">- Availability of menstrual hygiene products in schools- Number of awareness sessions on menstrual hygiene
Sanitation Infrastructure Maintenance	Regular maintenance and repair of sanitation infrastructure	<ul style="list-style-type: none">- Number of maintenance inspections conducted annually- Average time to repair reported sanitation issues
Grievance Redressal on Sanitation Issues	Timely resolution of sanitation-related complaints within 7 days	<ul style="list-style-type: none">- Number of sanitation-related complaints received- Percentage of complaints resolved within the stipulated time

Rural Healthcare services

Healthcare Service Area	Benchmark	Measurable Indicators
Access to Primary Health Centers (PHCs)	Access to PHC or sub-centers within 5 km of all households	<ul style="list-style-type: none">- Percentage of households within 5 km of a PHC- Number of functional PHCs in the area
Availability of Healthcare Workers	Adequate number of doctors, nurses, and ASHA workers	<ul style="list-style-type: none">- Doctor-to-patient ratio- Number of ASHA (Accredited Social Health Activist) workers per village
Maternal and Child Healthcare	Universal access to maternal and child healthcare services	<ul style="list-style-type: none">- Percentage of institutional births- Percentage of pregnant women receiving antenatal care
Immunization Coverage	100% immunization coverage for children under 5	<ul style="list-style-type: none">- Percentage of children under 5 fully immunized- Frequency of immunization camps held
Essential Medicines Availability	Availability of essential medicines at PHCs and sub-centers	<ul style="list-style-type: none">- Percentage of PHCs with no stock-out of essential medicines- Availability of free medicines for all
Referral and Emergency Services	Timely access to referral and emergency services	<ul style="list-style-type: none">- Average response time for ambulance services- Number of referrals made to higher-level facilities
Health Awareness Programs	Regular health awareness and education campaigns	<ul style="list-style-type: none">- Number of health camps conducted annually- Participation in health awareness programs
Nutrition Programs	Access to nutrition programs for pregnant women and children	<ul style="list-style-type: none">- Number of beneficiaries under ICDS (Integrated Child Development Services)- Coverage of midday meal and supplementary nutrition programs
Non-Communicable Disease Screening	Regular screening for non-communicable diseases (NCDs)	<ul style="list-style-type: none">- Percentage of adults screened for NCDs (diabetes, hypertension, etc.)- Number of follow-up treatments for NCDs
Water and Sanitation-related Health Interventions	Reduction in waterborne diseases through sanitation programs	<ul style="list-style-type: none">- Incidence rate of waterborne diseases (e.g., diarrhea, cholera)- Number of health interventions related to sanitation
Grievance Redressal in Healthcare	Timely resolution of healthcare complaints within 7 days	<ul style="list-style-type: none">- Number of healthcare-related complaints received- Percentage of complaints resolved within the stipulated time
Infant and Maternal Mortality Rates	Reduction in infant and maternal mortality rates	<ul style="list-style-type: none">- Infant Mortality Rate (IMR)- Maternal Mortality Rate (MMR)

Rural Education

Education Service Area	Benchmark	Measurable Indicators
Access to Primary and Secondary Schools	100% access to primary and secondary education within 1-3 km	<ul style="list-style-type: none"> - Percentage of villages with functional schools - Average distance to nearest school
Enrollment Rates	100% enrollment of children aged 6-14	<ul style="list-style-type: none"> - Enrolment rate for boys and girls in primary and secondary schools
Student Attendance	Regular attendance of 85% or higher	<ul style="list-style-type: none"> - Average daily attendance rate for students - Number of dropouts per year
Teacher-Student Ratio	Maintain a teacher-student ratio of 1:30 for primary schools	<ul style="list-style-type: none"> - Teacher-student ratio in primary and secondary schools - Number of qualified teachers
School Infrastructure	Adequate school infrastructure (classrooms, toilets, drinking water)	<ul style="list-style-type: none"> - Number of schools with adequate classrooms - Availability of separate toilets for boys and girls
Midday Meal Program	100% coverage of the Midday Meal Program	<ul style="list-style-type: none"> - Percentage of students receiving midday meals - Nutritional quality of the meals
Digital Learning and Resources	Access to digital learning tools and computer education	<ul style="list-style-type: none"> - Number of schools with digital classrooms/computers - Percentage of students with access to digital learning tools
Retention Rates	95% retention rate for students till secondary level	<ul style="list-style-type: none"> - Retention rate at primary and secondary levels - Number of students transitioning to higher education
Literacy Rate	Achieve 100% literacy rate among rural youth	<ul style="list-style-type: none"> - Literacy rate of children and youth (aged 10-18)
Inclusion of Marginalized Groups	Equal access to education for marginalized and disabled children	<ul style="list-style-type: none"> - Enrollment and retention rates of marginalized children (girls, SC/ST, disabled)
Teacher Attendance	Minimum 90% teacher attendance rate	<ul style="list-style-type: none"> - Average teacher attendance rate - Number of schools with adequate teaching staff
Extracurricular Activities	Promote extracurricular activities (sports, arts, etc.)	<ul style="list-style-type: none"> - Number of schools with regular extracurricular programs - Participation rates in extracurricular activities

Rural Infrastructure		
Infrastructure Service Area	Benchmark	Measurable Indicators
Rural Roads and Connectivity	All villages connected by all-weather roads	<ul style="list-style-type: none">- Percentage of villages connected by all-weather roads- Average road condition index
Public Transportation	Access to public transportation within a 1 km radius	<ul style="list-style-type: none">- Percentage of households with access to public transportation- Frequency of public transport services
Rural Electrification	100% rural electrification with 24/7 power supply	<ul style="list-style-type: none">- Percentage of households with electricity- Average daily hours of electricity availability
Street Lighting	Adequate street lighting coverage in all public areas	<ul style="list-style-type: none">- Percentage of streets and public areas with functional streetlights- Frequency of streetlight maintenance
Water Supply Infrastructure	Piped water supply for 100% of households	<ul style="list-style-type: none">- Percentage of households with piped water supply- Average hours of water supply per day
Drainage and Sewerage Systems	Functional drainage and sewerage systems in all villages	<ul style="list-style-type: none">- Percentage of households connected to drainage systems- Incidence of waterlogging and sewage overflows
Irrigation Infrastructure	Irrigation facilities covering at least 70% of arable land	<ul style="list-style-type: none">- Percentage of arable land with access to irrigation- Number of functional irrigation projects
Housing and Shelter	Access to affordable housing for all eligible households	<ul style="list-style-type: none">- Number of households provided with housing under government schemes- Percentage of households with pucca (permanent) housing
Community Buildings and Spaces	Availability of community halls, panchayat offices, and public spaces	<ul style="list-style-type: none">- Number of functional community buildings and public spaces- Frequency of maintenance and usage of community buildings
Sanitation Infrastructure	Functional sanitation facilities and public toilets	<ul style="list-style-type: none">- Percentage of households with access to toilets- Number of public toilets maintained and accessible
Waste Management Infrastructure	Systems in place for solid waste collection and disposal	<ul style="list-style-type: none">- Percentage of households covered by waste collection services- Number of functional waste disposal facilities
Broadband and Digital Infrastructure	Access to high-speed broadband and digital services in rural areas	<ul style="list-style-type: none">- Percentage of households with broadband internet access- Availability of digital services at panchayat offices
Markets and Rural Commerce	Access to well-maintained rural markets and trading facilities	<ul style="list-style-type: none">- Number of functional rural markets- Frequency of rural market maintenance and upgrades
Disaster Management Infrastructure	Systems in place for disaster preparedness and relief	<ul style="list-style-type: none">- Number of disaster shelters and relief centers- Frequency of disaster preparedness drills and awareness

Social welfare services through Gram Panchayats		
Social Welfare Service Area	Benchmark	Measurable Indicators
Access to Social Security Schemes	100% awareness and access to social security schemes	<ul style="list-style-type: none">- Percentage of eligible households enrolled in social security programs- Number of awareness campaigns conducted
Pension Schemes	Timely disbursement of pensions to all eligible beneficiaries	<ul style="list-style-type: none">- Percentage of pensioners receiving their pensions on time- Number of complaints regarding delayed payments
Women Empowerment Programs	Implementation of programs promoting women's empowerment	<ul style="list-style-type: none">- Number of women participating in skill development programs- Percentage increase in women's income-generating activities
Child Welfare Services	Access to child welfare services and programs	<ul style="list-style-type: none">- Number of children enrolled in anganwadi and ICDS programs- Percentage of malnourished children receiving intervention
Support for the Elderly	Comprehensive support services for elderly individuals	<ul style="list-style-type: none">- Number of elderly individuals receiving assistance- Availability of old age homes and community support services
Disability Support Services	Accessibility and support for persons with disabilities	<ul style="list-style-type: none">- Percentage of persons with disabilities receiving benefits- Number of awareness programs conducted on disability rights
Housing Assistance	Provision of housing assistance for low-income families	<ul style="list-style-type: none">- Number of houses constructed under government schemes- Percentage of families living in adequate housing
Health and Nutrition Programs	Regular health check-ups and nutrition programs for vulnerable groups	<ul style="list-style-type: none">- Percentage of households receiving health and nutrition services- Reduction in malnutrition rates among children and mothers
Skill Development and Employment	Access to skill development programs and job placement services	<ul style="list-style-type: none">- Number of skill development programs conducted- Percentage of participants finding employment post-training
Community Development Initiatives	Implementation of community-driven development projects	<ul style="list-style-type: none">- Number of community development projects initiated- Community satisfaction ratings regarding project outcomes
Grievance Redressal Mechanism	Timely resolution of social welfare-related complaints within 15 days	<ul style="list-style-type: none">- Number of social welfare-related complaints received- Percentage of complaints resolved within the stipulated time
Financial Inclusion Programs	Access to financial services for all	<ul style="list-style-type: none">- Percentage of households with bank accounts- Number of financial literacy sessions conducted

Service Delivery Scoring and Ranking of GP

S I . N O	Name of the service	No. Of Indicators	Weightage score	Obtained Score	Actual Score (Weightage Score /Indicators X Obtained Score)	Sector wise Achievement % (100/Indicators/obtained score)	Sectorwise Gap	Performance level /Rank of the GP
1	Sanitation	23	20%	10	8.7	43.5	Average	Good
2	Health Care	24	20%	15	12.5	62.5	Good	
3	Education	21	10%	18	8.6	85.7	Better	
4	Infrastructure	27	30%	21	23	70.8	Better	
5	Social Welfare	24	10%	17	7	70.8	Better	
6	Digital Services	32	10%	21	6.6	65.6	Good	
	Total	151	100	102	66.0	66.5		

Below 30%	31 – 50%	51 – 70%	71 - 90	91 - 100
Below Average	Average	Good	Better	Excellent

Performance level of the GP

Below 30%	31 – 50%	50 – 70%	71 - 90	91 - 100
Below Average	Average	Good	Better	Excellent