



सत्यमेव जयते



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EASE OF LIVING : ENHANCING SERVICE DELIVERY AT GRASSROOTS IN UTTARAKHAND

VENUE – AGRA , UTTAR PRADESH

DATE – 19/11/2024

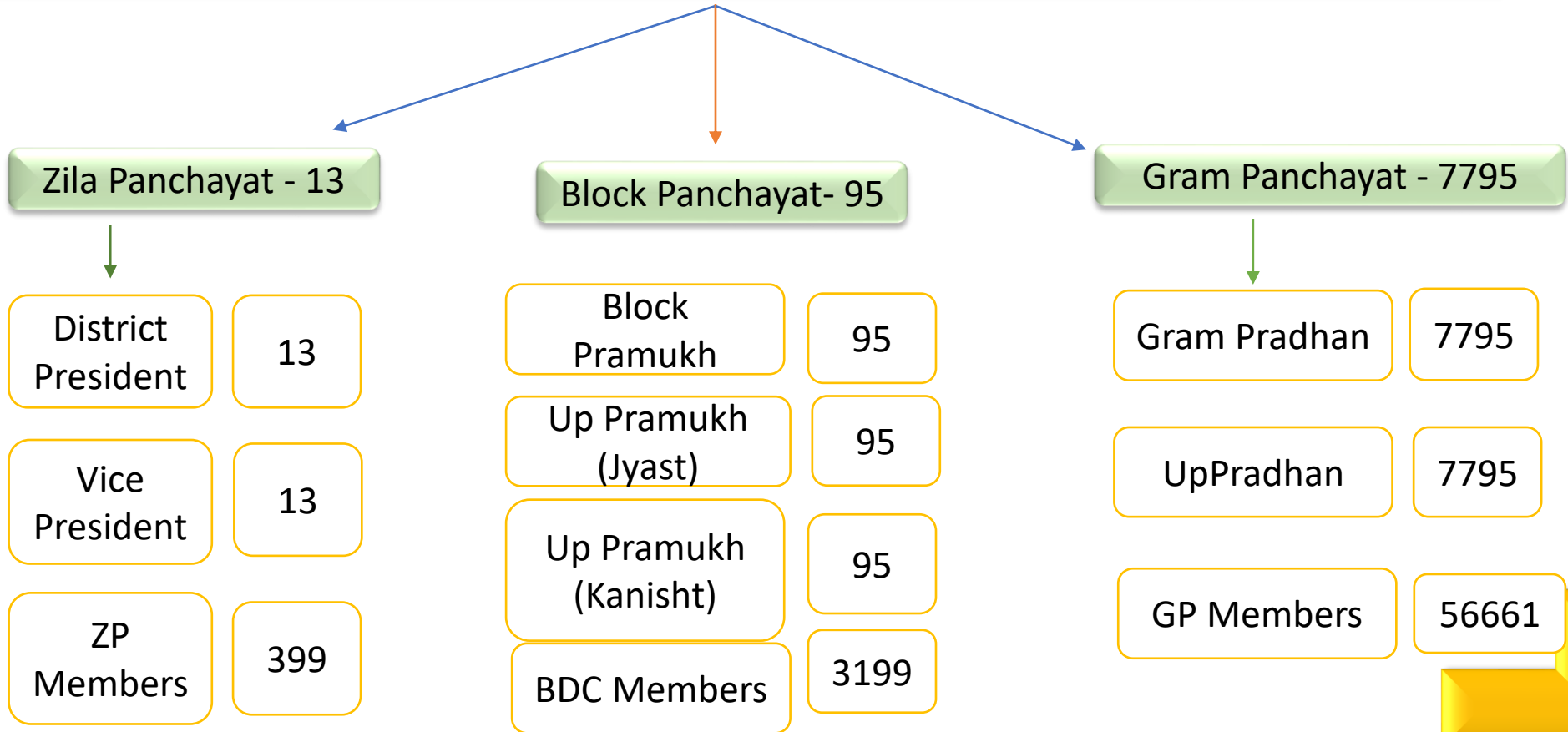
Department of Panchayati Raj,Uttarakhand

Details of Uttarakhand

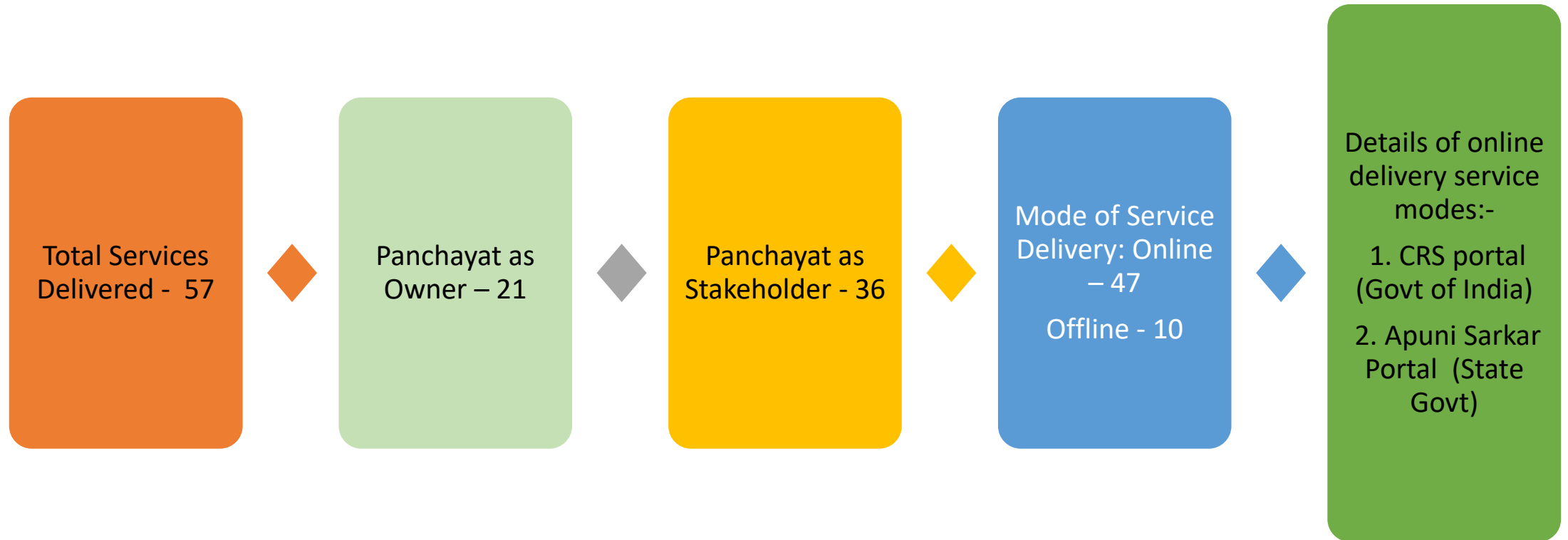
- Area : 53,483 km²
- Region : 02 - Kumaun & Garhwal
- Districts : 13
- Subdivisions : 74
- Zila Panchayat : 13
- Block Panchayat : 95
- Gram Panchayat : 7795
- Population : 1.22 cr



ER's Status of Uttarakhand

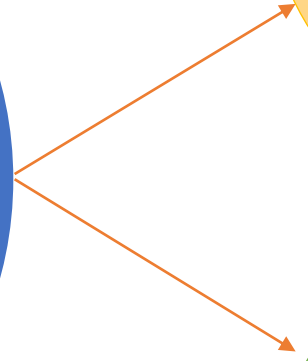
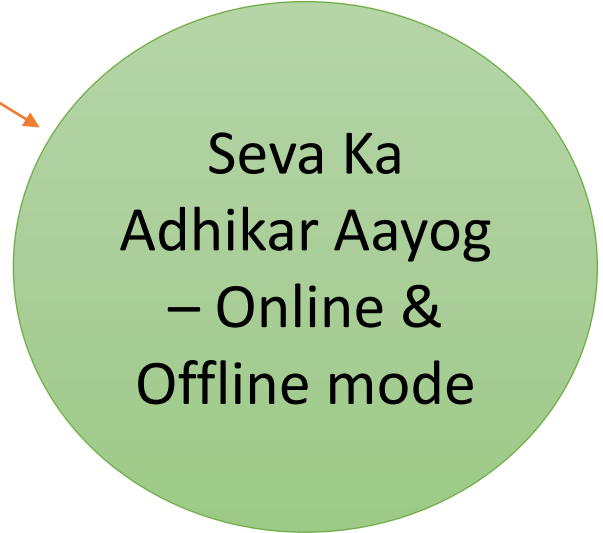


Services Delivered by Gram Panchayats



Timelines of Service Delivery

S.No	Name of services	Timeline for the services (In Days)
1	Add a new Family – Parivar register	3
2	Copy of Parivar register	3
3	Editing of a family – Parivar register	3
4	Separation of a family - Parivar register	3
5	Toilet Certificate	3
6	Birth Certificate within a month	3
7	Birth Certificate after 1 month within 1 year	7
8	Birth Certificate after 1 Year	15
9	Death Certificate within a month	3
10	Death Certificate after 1 month within 1 year	7
11	Death certificate After 1 year	15
12	NOC for private building construction	3



Services provided with Panchayat as Owner - 21 Services

1	Assessment of Property Tax	12	Birth Certificate after 1 Year
2	Individual Household waste collection & transportation	13	Death Certificate within a month
3	Issue of Advertisement License	14	Death Certificate after 1 month within 1 year
4	Maintenance / Improvement in burial grounds	15	Death certificate After 1 year
5	Maintenance / Improvement in Playground/ Public Parks	16	Add a new Family – Parivar register
6	Maintenance / Improvement in Yoga Centres	17	Copy of Parivar register
7	Provision of Public libraries with adequate number of books & periodicals	18	Editing of a family – Parivar register
8	Maintenance of community Assets	19	Separation of a family - Parivar register
9	Sanitisation of Public Places viz. Roads, drains, market places etc	20	Toilet Certificate
10	Birth Certificate within a month	21	NOC for private building construction
11	Birth Certificate after 1 month within 1 year		

Services provided with Panchayat as Stakeholder – 36 Services

1	Addtion / deletion of name in Ration Card
2	Application for Pension for disabled
3	Application for Pension for old age
4	Application for Pension for Widow
5	Application for sanction of IHHL
6	Availability of Wi-Fi Service in Panchayat
7	Cleanliness of Rainwater harvesting structures in community
8	Individual Household waste collection & transportation
9	Issue of MGNREGA Job card
10	Issues related to admission in Government Primary School

11	Issues Related to feeding programmes AWC
12	Issues Related to immunization of children & mother by Asha and Anganwadi centres
13	Issues Related to internet Service in Panchayat
14	Issues Related to Provision of Mid-Day meal for students in Government Schools
15	Maintenance of drinking water(Minor Repairs)
16	Maintenance of Street Light (Minor Repairs)
17	Maintenance of Village Roads
18	Marriage Certificate
19	NOC for setting up small industry in village
20	Preparation of new Ration Card

21	Provision for Drinking water for livestock
22	Repair / Maintenance of community toilets
23	Repair of Handpump
24	Request for Covid kit
25	Request for enrolling in Skill training Programmes
26	Request for installation of High Mast
27	Request for supply of Bin for waste disposal
28	Request to include under the beneficiary list for allocation of food grains under Targeted Public Distribution System (TPDS)
29	Request for work under MGNREGA
30	Request to install streetlight at new location

31	Request to recommend for skill training under SANKALP, Recognition of Prior Learning (RPL) & PM KVV
32	Request to set-up community kitchen for feeding destitute
33	Residence Certificate
34	Sanction of water supply connection
35	Trade License (Circumstances & Property Tax – CP Tax)
36	Transfer of ownership of Property / Mutation

Progress with respect to
Mysuru declaration for
Citizen Charter

Additional Services being
provided

1. Add a new Family – Parivar register
2. Copy of Parivar register
3. Editing of a family – Parivar register
4. Separation of a family - Parivar register
5. Toilet Certificate
6. Birth Certificate within a month
7. Birth Certificate after 1 month within 1 year
8. Birth Certificate after 1 Year
9. Death Certificate within a month
10. Death Certificate after 1 month within 1 year
11. Death certificate After 1 year

CSC Center




CSC Center



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 Gram Panchayat Vikas Adhikari (Panchayat Secretary).

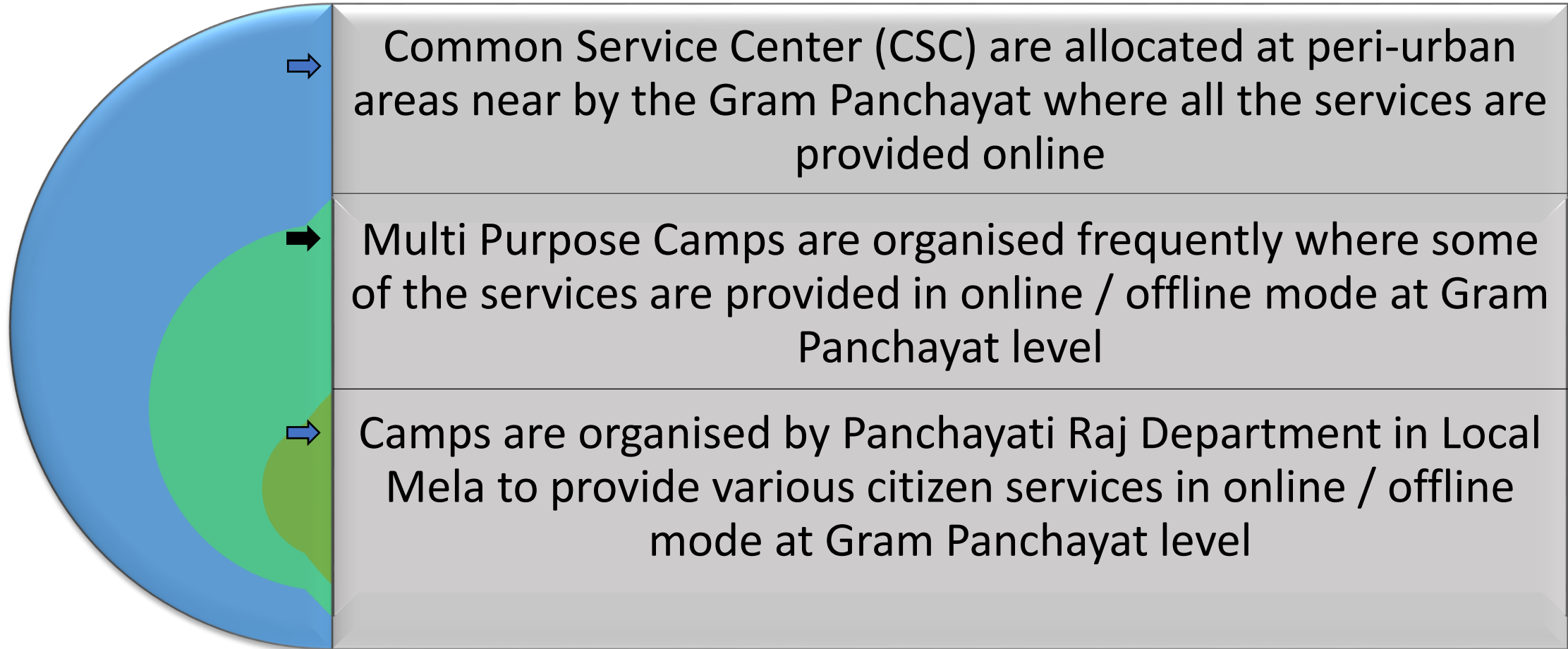


Strategy to add more services under Citizen Charter



Strategy to make Panchayati Raj Department as a Owner in maximum Citizen Centric Services.

Convenience for Citizenry



Digitization of Service Delivery

Birth and Death certificates are issued with the digital signature of Gram Panchayat Vikas Adhikari (Panchayat Secretary)

Parivar Register copy (**Including Addition, Editing & Separation of a Family**) are issued with the digital signature of Gram Panchayat Vikas Adhikari (Panchayat Secretary)

Payment are made online through eGramswaraj & PFMS portal

All important modules are digitized like Trade Licenses.(Circumstances & Property Tax – CP Tax)

Best Practices

- ❖ Many Panchayats like Ranipokhri, Sirasu Kedarwala, Bhauwala, Kyarkuli Bhatta, Markhuda, Nankudi, Purohitwala, Harrawala kalan, Gajwadi, Maindrath, Daang, Bhogpur, Kausani, Aamlakot, Mandar, Nazimabad, PattanPatni, Mazirkanda, Barangal, Budna, Jadgaon, Gwaldam etc, are performing excellent in Good Governance.
- ❖ All the 7795 Panchayats in Uttarkhand are delivering online services to the Citizens in the given timeline with minimum grievances.

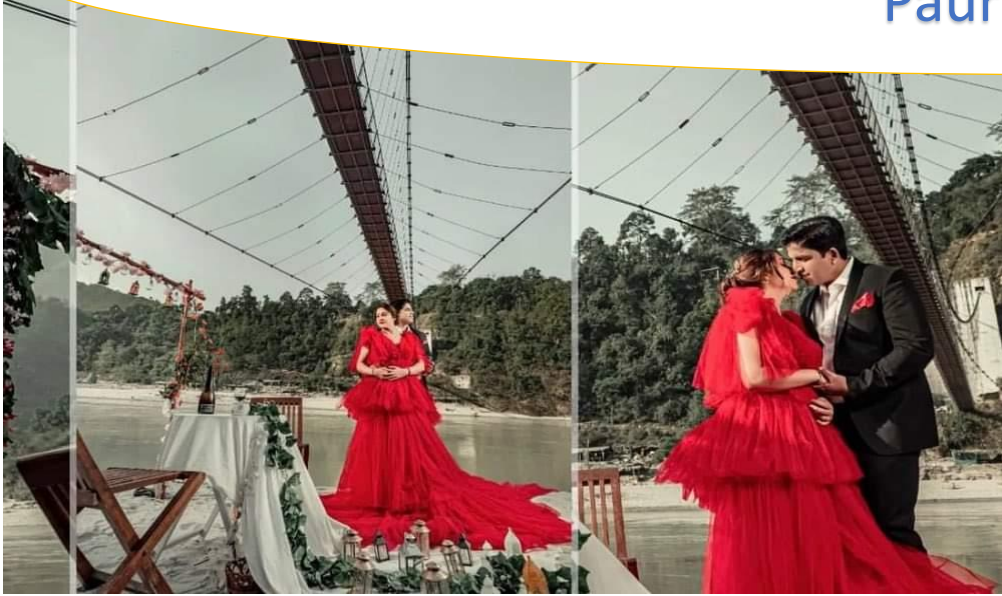
Status of Citizen Charter Dash Board

S. No	Category	Number
1	Nominating Nodal Officers Details at Three tier system	ZP = 13 BP = 95 GP = 1010
2	Grama Sabha Scheduled	7795
3	Grama Sabha Held	7795
4	Facilitators	7795
5	GPs with Citizen Charter Prepared	7795
6	GPs with Citizen Charter Approved	7795
7	Total Services Offered	57

Own Sources of Revenue of Gram Panchayats

1. House Tax
2. User charges for maintenance of streetlights, drainage & waste collection
3. Trade License Fee
4. Building Permission Fee
5. Layout Approval Fee
6. Building Mutation Fee
7. Fee from Hart Bazaar
8. Shopping Complexes (Other remunerative Assets)
9. Donations (including CSR funds)
10. Income from Pre-wedding shoot
11. Income from Home stay/ Water tankers
12. Income from Baraat Ghar & Samudayik Panchayat Bhawan

OSR through Pre – Wedding Shoot in Sirasu Village, Pauri Garhwal



Haat Bazaar



Samudayik Bhawan & Baraat Ghar



Home Stay



Water Tankers



Technical Support

Sl.No	State	Level State / District	District	Region	Name of Officer/ Employee	Designation	Mobile Number
1	2	3	4	5	6	7	8
1	Uttarakhand	State	Dehradun	Garwhal	Manoj Kumar Tiwari	Deputy Director	9105906003
2		State	Dehradun	Garwhal	Dinesh Kumar Gangwar	State Project Manager	9627784599
3		State	Dehradun	Garhwal	Ujjwal Pandey	Technical Consultant	9917445702
4		District	U.S.Nagar	Kumaun	Akhilendra Singh	District Project Manager	9837288885
5		District	Pithoragarh	Kumaun	Mahesh Singh	District Project Manager	7088979393
6		District	Nainital	Kumaun	Deepak Upreti	District Project Manager	7830969188
7		District	Tehri Garhwal	Garwhal	Tanveer Ahmed	District Project Manager	9045719698
8		District	Dehradun	Garwhal	Praveen Negi	District Project Manager	8650097411
9		District	Pauri Garhwal	Garwhal	Mohd Imran	District Project Manager	9897323317
10		District	Bageshwar	Kumaun	Ramesh Chandra	District Project Manager	7302616464
11		District	Almora	Kumaun	Rohit Kumar	District Project Manager	8477061068
12		District	Champawat	Kumaun	Devendra Singh	District Project Manager	7895092664
13		District	Chamoli	Garwhal	Pavitra Kaithait	District Project Manager	7417151044
14		District	Uttarkashi	Garwhal	Sudhir Rawat	District Project Manager	9760789208
15		District	Rudraprayag	Garwhal	Manmohan Singh	District Project Manager	7017109535
16		District	Haridwar	Garwhal	Vipin Tyagi	District Project Manager	9319570616



THANKS