



Panchayat Sammelan on Ease of Living: Enhancing service delivery at Grassroots

Ministry of Panchayati Raj

Government of India

19th November 2024





Agenda



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MoPR Mandate and about Citizen charter
campaign

1

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Mysuru declaration

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Current status of service delivery
Status of core common services

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Future Plans

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Key Initiatives by the Ministry of Panchayati Raj
ServicePlus, PANCHAM

5

MoPR Mandate and about Citizen Charter Campaign

Gram Panchayats (GPs): Drivers for Rural Transformation

Gram Panchayats; Seats of village level governance, with mandate to deliver on activities of **18 departments covering 29 sectors** (As per 11th Schedule of the Constitution)

MoPR Mandate



Strengthening of government systems through building institutional capacities for more transparent, accountable, PRIs



Provide **Thematic support** on **17 SDGs** that have been devolved to Panchayats for effective local governance.



Programmatic support through several programs/ initiatives viz. RGSA, PDI, e-Gram SWARAJ, PDP, People's Plan Campaign, SVAMITVA, etc. along with devolution of funds.



Strength in Numbers

- **2.55 Lakh** Gram Panchayats
- **16,189** TLBs
- **6711** Intermediate Panchayats
- **665** District Panchayats
- **46.41 Lakh Panchayati Raj representatives***

**including Sarpanch, Ward members, Block level ERs, District Level ERs, GP Secretaries, State level officials, Block and District level functionaries*



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Citizen Charter Campaign



Gram Panchayats: Drivers for Rural Transformation

- **Grassroots level governance;** mandate across **29 sectors**
- **Improving quality of life** of residents through doorstep delivery of services
- **Inclusive and sustainable growth,** fostering collaborative spirit without any prejudice
- Embracing innovation, **leveraging e-Governance & ICT tools**


MERI PANCHAYAT, MERA ADHIKAAR
 JAN SEVAAYEIN HAMAARE DWAAR

Campaign Objectives



Panchayats as Service enablers



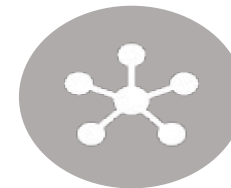
Transparency & Accountability



Time bound service delivery



Effective Monitoring & Evaluation



Citizen Empowerment

Citizen Charter campaign under the aegis of *Meri Panchayat, Mera Adhikaar- Jan Sevaayein Hamare Dwaar* carried out from 01st July- 30th September 2021

2.15 lakh GPs with Citizen Charter approved

Mysuru Declaration



Service Delivery Landmarks



May 1997: Action Plan for Effective and Responsive Government

- 'Action Plan for Effective and Responsive Government' at the Centre and State levels was adopted in the Conference of Chief Ministers of various States and Union Territories held on 24 May 1997 in New Delhi

2011: Right to Public Services Act

- Right to Public Services legislation was introduced by the Government of India
- Guarantee time-bound delivery of services and grievance redressal mechanism
- Several states have enacted public service legislation

Nov 2021: Mysuru Declaration

- Citizen Charter campaign
- Mysuru Declaration to provide **core common services** (7) by the Panchayats
Birth/ Death/ Marriage/ Residence certificate, Construction permit, MGNREGA- related and TPDS- related services



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Mysuru Declaration at a Glance



State	Total Services Identified	Birth Certificate	Death Certificate	Residence Certificate	Marriage Certificate	MGNREGA Related Services	Construction Permit	TPDS Related Services	Total
Assam	42					Y (offline)			1
Arunachal Pradesh	-	-	-	-	-	-	-	-	-
Chhattisgarh	-	-	-	-	-	-	-	-	-
Bihar	8	Y (Online)	Y (Online)	Y (Online)	Y (Online)	Y (offline)		Y (Online)	6
Karnataka	36	Y (Online)	Y (Online)			Y (offline)	Y (online)		4
Nagaland	-	-	-	-	-	-	-	-	-
Uttar Pradesh	33	Y (online)	Y (online)			Y (offline)			3
Uttarakhand	48	Y (online)	Y (online)			Y (offline)		Y (Offline)	4



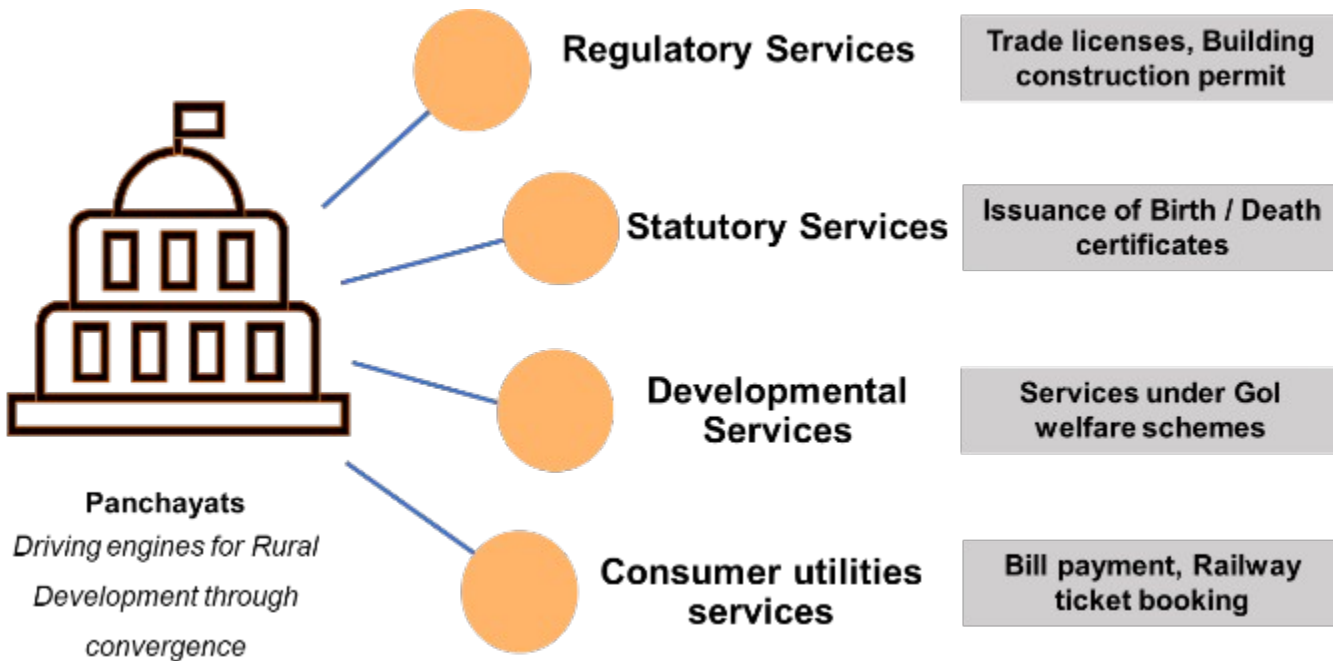
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Service Delivery by Panchayats

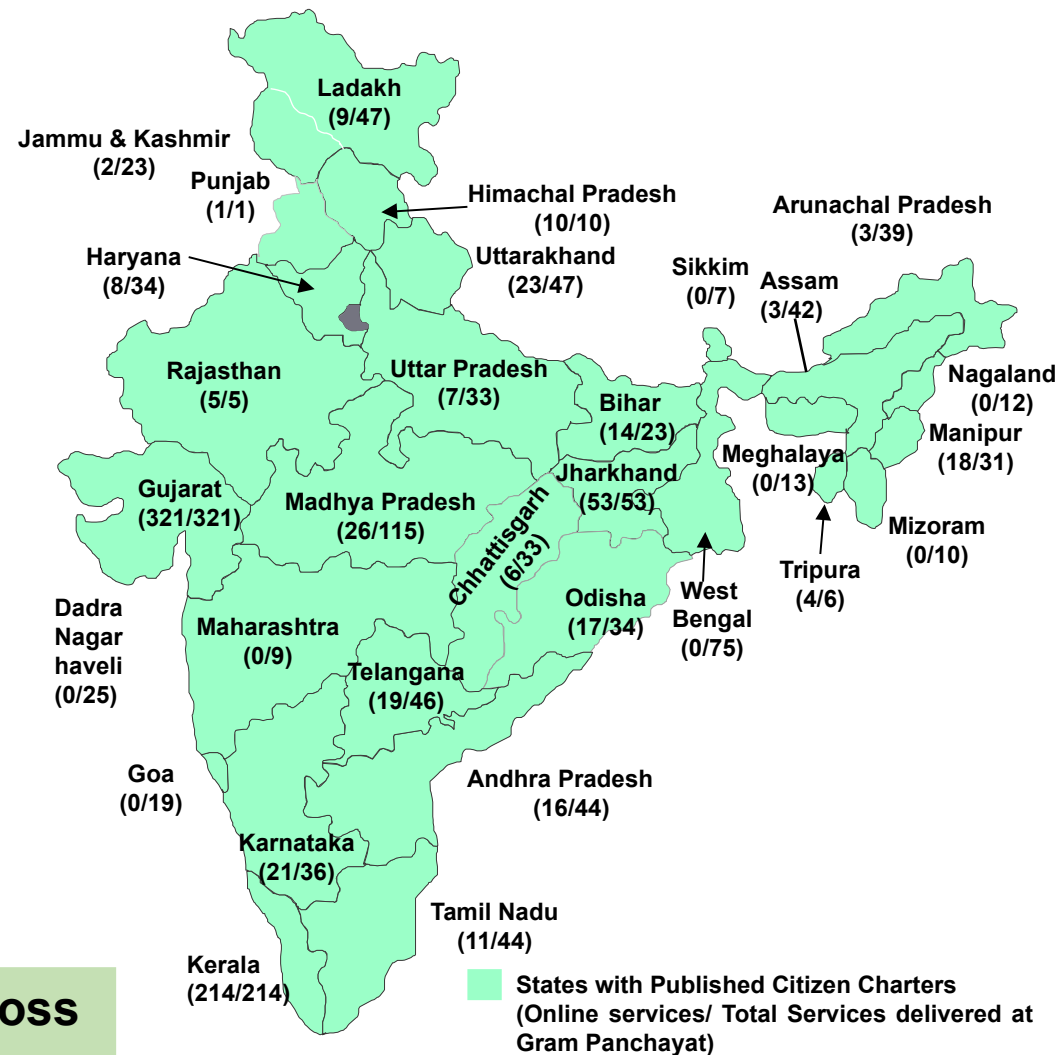


Aim to provide Ease of Living and quality of life at grassroots

- Panchayats to act as centre of delivery of services
- Panchayat Bhawans, computer and connectivity as enablers



>900 Services (267 unique services) already being offered across the Panchayats in 30 States/ UTs; Role of Panchayats to be mainstreamed in Online Service Delivery



Current Status of Service Delivery

Status of core common services



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Analysis of Service Delivery: Assam



- # of Services resolved in Mysuru Declaration: 1
- # of services delivered now: 4

Analysis of core common services

Panchayat as service owner (Offline services)	Panchayat as service owner (online services)	Panchayat as a stakeholder (online services)	Panchayat as a stakeholder (offline Service)	No service delivered
<ul style="list-style-type: none"> • Marriage Cert. • Const. Permit • TPDS related services 	<ul style="list-style-type: none"> • MGN REGA related 	-	-	<ul style="list-style-type: none"> • Birth Cert. • Death Cert • Residence cert.

Analysis of services

Service category	Service delivery in Panchayat		Panchayat as service owner	
	Total services	Total online services	Total Services	Online services
Certificate/ License/ Permissions	4	0	4	0
Community Assets	3	0	3	0
Connectivity	1	0	1	0
COVID/ Public Health Related	3	0	2	0
Development Related	3	0	2	0
Digital Services	2	0	2	0
Drinking Water	5	0	5	0
Sanitation	3	0	3	0
Street Lighting	2	0	2	0
Taxation	2	0	2	0
Welfare related	13	3	13	3
Grand Total	41	3	39	3



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Analysis of Service Delivery: Assam



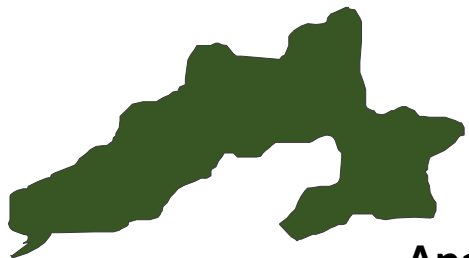
Call to Action

- i. Right to Public Services/Panchayati Raj Act amendments to**
 - Enable Gram Panchayats to deliver Birth, Death, Residence as service owner in online mode
- ii. Online Service delivery**
 - Marriage Certificate, Construction Permit and TPDS related services
- iii. Identification of resources for Beta group formation for testing Pancham Chatbot**
- iv. Identification of nodal officer for Service delivery**



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Analysis of Service Delivery: Arunachal Pradesh



- # of Services resolved in Mysuru Declaration: 0
- # of services delivered now: 6

Analysis of core common services

Panchayat as service owner (Offline services)	Panchayat as service owner (online services)	Panchayat as a stakeholder (online services)	Panchayat as a stakeholder (offline Service)	No service delivered
<ul style="list-style-type: none"> • Residence cert. • TPDS related services 	<ul style="list-style-type: none"> • MGN REGA related 	-	<ul style="list-style-type: none"> • Birth Cert. • Death Cert • Marriage Cert. 	<ul style="list-style-type: none"> • Const. Permit

Analysis of services

Service category	Service delivery in Panchayat		Panchayat as service owner	
	Total services	Total online services	Total Services	Online services
Certificate/ License/ Permissions	6	1	2	0
Community Assets	2	0	0	0
Connectivity	1	0	0	0
Development Related	2	2	2	2
Digital Services	2	0	2	0
Drinking Water	2	0	0	0
Street Lighting	1	0	0	0
Taxation	1	0	1	0
Welfare related	11	0	0	0
Grand Total	28	3	7	2



Analysis of Service Delivery: Arunachal Pradesh



Call to Action

- i. Right to Public Services/Panchayati Raj Act amendments to**
 - Enable Gram Panchayats to deliver Construction Permit as service owner in online mode
- ii. Transition from Service Stakeholder to Service Owner for**
 - Birth, Death and Marriage Certificate
- iii. Online Service delivery**
 - Residence certificate, TPDS related, Birth, Death and Marriage certificate
- iv. Identification of resources for Beta group formation for testing Pancham Chatbot**
- v. Identification of nodal officer for Service delivery**



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Analysis of Service Delivery: Chhattisgarh



- # of Services resolved in Mysuru Declaration: 0
- # of services delivered now: 7

Analysis of core common services

Panchayat as service owner (Offline services)	Panchayat as service owner (online services)	Panchayat as a stakeholder (online services)	Panchayat as a stakeholder (offline Service)	No service delivered
<ul style="list-style-type: none"> • Residence cert. • Death Cert 	<ul style="list-style-type: none"> • MGN REGA related 	<ul style="list-style-type: none"> • Birth Cert. • TPDS related services 	<ul style="list-style-type: none"> • Marriage Cert. • Const. Permit 	-

Analysis of services

Service category	Service delivery in Panchayat		Panchayat as service owner	
	Total services	Total online services	Total Services	Online services
Certificate/ License/ Permissions	6	4	3	1
Community Assets	2	0	2	0
Connectivity	1	0	0	0
COVID/ Public Health Related	1	0	0	0
Development Related	2	1	0	0
Drinking Water	5	0	1	0
Sanitation	1	0	0	0
Street Lighting	2	0	2	0
Taxation	2	0	2	0
Welfare related	10	1	0	0
Grand Total	32	6	10	1



Analysis of Service Delivery: Chhattisgarh



Call to Action

- i. Transition from Service Stakeholder to Service Owner for**
 - Birth Certificate, Marriage Certificate, Construction Permit, and TPDS related services

- iii. Online Service delivery**
 - Residence certificate, Death Certificate, Marriage certificate and Construction Permit

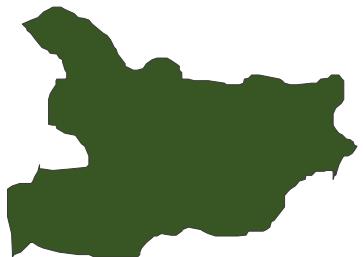
- iv. Identification of resources for Beta group formation for testing Pancham Chatbot**

- v. Identification of nodal officer for Service delivery**



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Analysis of Service Delivery: Bihar



- # of Services resolved in Mysuru Declaration: 6
- # of services delivered now: 4

Analysis of core common services

Panchayat as service owner (Offline services)	Panchayat as service owner (online services)	Panchayat as a stakeholder (online services)	Panchayat as a stakeholder (offline Service)	No service delivered
	<ul style="list-style-type: none"> • Residence cert. • Birth Cert. • Death Cert • MGNREG A related 			<ul style="list-style-type: none"> • Marriage Cert. • Const. Permit • TPDS related services

Analysis of services

Service category	Service delivery in Panchayat		Panchayat as service owner	
	Total services	Total online services	Total Services	Online services
Certificate/ License/ Permissions	3	3	3	3
Community Assets	1	0	1	0
COVID/ Public Health Related	2	1	2	1
Development Related	2	2	2	2
Drinking Water	3	1	3	1
Sanitation	3	0	3	0
Street Lighting	2	2	2	2
Welfare related	7	5	7	5
Grand Total	23	14	23	14



Analysis of Service Delivery: Bihar



Call to Action

- i. **Right to Public Services/Panchayati Raj Act amendments to**
 - Enable Gram Panchayats to deliver Marriage Cert., Construction Permit and TPDS related services as service owner in online mode
- iv. **Identification of resources for Beta group formation for testing Pancham Chatbot**
- v. **Identification of nodal officer for Service delivery**



Analysis of Service Delivery: Nagaland



- # of Services resolved in Mysuru Declaration: 0
- # of services delivered now: 5

Analysis of core common services

Analysis of services

Panchayat as service owner (Offline services)	Panchayat as service owner (online services)	Panchayat as a stakeholder (online services)	Panchayat as a stakeholder (offline Service)	No service delivered
	<ul style="list-style-type: none"> • MGN REGA related 	—	<ul style="list-style-type: none"> • Birth Cert. • Death Cert • Const. Permit • TPDS related services 	<ul style="list-style-type: none"> • Marriage Cert. • Residence cert.

Service category	Service delivery in Panchayat		Panchayat as service owner	
	Total services	Total online services	Total Services	Online services
Certificate/ License/ Permissions	2	0	0	0
Community Assets	4	0	0	0
Development Related	2	2	2	2
Welfare related	4	0	0	0
Grand Total	12	2	2	2



Analysis of Service Delivery: Nagaland



Call to Action

- i. **Right to Public Services/Panchayati Raj Act amendments to**
 - Enable Gram Panchayats to deliver Marriage Cert., and Construction Permit as service owner in online mode
- ii. **Transition from Service Stakeholder to Service Owner for**
 - Birth Certificate, Death Certificate, Construction Permit, and TPDS related services
- iii. **Online Service delivery**
 - Birth Certificate, Death Certificate, Construction Permit, and TPDS related services
- iv. **Identification of resources for Beta group formation for testing Pancham Chatbot**
- v. **Identification of nodal officer for Service delivery**



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Analysis of Service Delivery: Uttar Pradesh



- # of Services resolved in Mysuru Declaration: 3
- # of services delivered now: 5

Analysis of core common services

Analysis of services

Panchayat as service owner (Offline services)	Panchayat as service owner (online services)	Panchayat as a stakeholder (online services)	Panchayat as a stakeholder (offline Service)	No service delivered
	<ul style="list-style-type: none"> • Birth Cert. • Death Cert • MGNREGA related • Const. Permit • TPDS related services 	—	—	<ul style="list-style-type: none"> • Marriage Cert. • Residence cert.

Service category	Service delivery in Panchayat		Panchayat as service owner	
	Total services	Total online services	Total Services	Online services
Certificate/ License/ Permissions	2	2	2	2
Community Assets	3	0	3	0
Connectivity	1	0	1	0
COVID/ Public Health Related	3	0	1	0
Development Related	2	0	2	0
Digital Services	2	0	0	0
Drinking Water	5	0	3	0
Sanitation	3	0	2	0
Street Lighting	2	0	2	0
Welfare related	10	5	5	3
Grand Total	33	7	21	5



Analysis of Service Delivery: Uttar Pradesh



Call to Action

- i. Right to Public Services/Panchayati Raj Act amendments to**
 - Enable Gram Panchayats to deliver Marriage Cert., and Residence Certificate as service owner in online mode
- ii. Identification of resources for Beta group formation for testing Pancham Chatbot**
- iii. Identification of nodal officer for Service delivery**



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Analysis of Service Delivery: Uttarakhand



- # of Services resolved in Mysuru Declaration: 4
- # of services delivered now: 6

Analysis of core common services

Analysis of services

Panchayat as service owner (Offline services)	Panchayat as service owner (online services)	Panchayat as a stakeholder (online services)	Panchayat as a stakeholder (offline Service)	No service delivered
—	<ul style="list-style-type: none"> • Birth Cert. • Death Cert • MGNREGA related • Const. Permit • TPDS related services 	<ul style="list-style-type: none"> • Marriage Cert. • Residence cert. 	—	—

Service category	Service delivery in Panchayat		Panchayat as service owner	
	Total services	Total online services	Total Services	Online services
Certificate/ License/ Permissions	8	4	3	1
Community Assets	4	3	3	2
Connectivity	1	1	1	1
COVID/ Public Health Related	2	2	1	1
Development Related	3	0	2	0
Digital Services	2	0	0	0
Drinking Water	5	3	2	1
Sanitation	3	2	3	2
Street Lighting	3	2	1	1
Taxation	2	0	1	0
Welfare related	14	7	7	6
Grand Total	47	24	24	23 15



Analysis of Service Delivery: Uttarakhand



Call to Action

- i. Transition from Service Stakeholder to Service Owner for**
 - Marriage Certificate, Residence Certificate
- ii. Identification of resources for Beta group formation for testing Pancham Chatbot**
- iii. Identification of nodal officer for Service delivery**

Future Plans



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Roadmap to Deepening Service Delivery



What has been done...

What States need to do further...

Outcome...

Mysuru Declaration-
Providing core common services within a specified time frame

Amendments to State acts and rules: Introducing legislative and/ or procedural changes (where feasible) to facilitate service delivery at the grassroots level
e.g. 25 States/ UTs have provisions for property tax/ house tax collection under the respective State PR acts, however, operations guidelines/ rules are yet to be established

Definite Roles of Gram Panchayats: Clearly defining the specific roles and responsibilities of Gram Panchayats in the service delivery process

Digital Transformation: Transitioning offline services to online platforms, making them more accessible to rural populations. Services mapping offline and online



Ease of living & Quality of Life for the citizens through
Guaranteed delivery of services at the doorsteps of residents in a timely manner



Considerations for effective service delivery



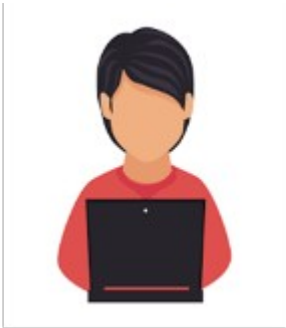
- **Ambit of core common services needs to be increased** to include Drinking water related services such as Water testing/ Quality of Water and taxation-related services such as assessment & collection of property tax
- **Making Panchayats the epicentre for service delivery** and developing strong forward and backward linkages
 - Forward linkage: Front-ending services delivery at the grassroots level under its ambit
 - Backward linkage: Liaison with the relevant line department for effective service delivery
- States to undertake Business Process Reengineering, amend the Panchayati Raj Act, formulate rules and issue gazette notifications etc.
- **Increasing the scope of online mode** for service delivery to include maximum services under core-common services
- **Improving the quality-of-service delivery** at the grassroots level and establishing an effective grievance redressal mechanism

Key Initiatives by the Ministry of Panchayati Raj

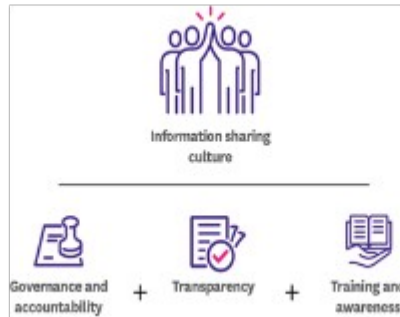
ServicePlus, PANCHAM

ServicePlus- An e-Service Delivery Framework

Objective – Anytime, Anywhere, 24X7 Access to Services



Single Window platform for submission & tracking



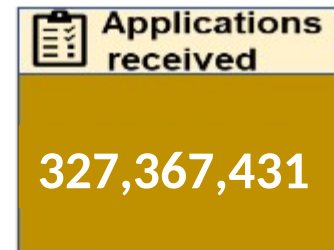
- Real time transparent information sharing mechanism
- Faster G2C and G2G communication



- Hassle free & Time bound service delivery
- Accountability & Quick Resolution

ServicePlus made available under e-Panchayat Mission Mode Programme to encourage integrated **electronic service delivery at Panchayat level** (<http://ServiceOnline.gov.in>)

ServicePlus statistics



GOLD in **Digital India Awards 2020** for Exemplary Product



Winner of WSIS 2021
Category of ICT Applications: Benefits in all aspects of life : e-Business



PANCHAM: Panchayat Assistance and Messaging Chatbot



- i. **Direct engagement with ERs and PFs** through mobile-based information delivery
- ii. **Serve as a first level of support** for Panchayat Functionaries and Elected Representatives on Panchayati Raj programmatic areas
- iii. **Strengthening of institutional capacity** of Panchayati Raj Institutes through direct engagement
- iv. **Provide handholding support** to Panchayat functionaries and elected representatives on key thematic areas of Panchayats viz. Bal Sabhas, Mahila Sabha, Jal Samiti
- v. **Integrate with other Line Ministries:** Expand Chatbot to incorporate messaging from other line ministries (in a phased manner).
- vi. **Multi-linguistic support** leveraging Bhashini





State-wise Nodal Officers for ServicePlus Support



State	Nodal Officer	Email	Mobile
ARUNACHAL PRADESH	Sajjad Abid	sajjad.abid@nic.in	99115 51230
ASSAM	Deeksha Tiwari	deeksha.tiwari@nic.in	84004 77358
BIHAR	Sreejith	sreejith.np@nic.in	9868900074
KARNATAKA	Sreejith	sreejith.np@nic.in	9868900074
NAGALAND	Sreejith	sreejith.np@nic.in	9868900074
UTTARAKHAND	Sajjad Abid	sajjad.abid@nic.in	99115 51230
UTTAR PRADESH	Deeksha Tiwari	deeksha.tiwari@nic.in	84004 77358

Thank You



Saral Kendra, Haryana



Backend Operations



SARAL KENDRA, Sirsa 10/01/2020

Counter: 1 29	Counter: 2 706	Counter: 3 668	Counter: 4 620
Counter: 7 59	Counter: 9 670	Counter: 10 671	Counter: 11 669
Counter: 16 61	Counter: 17 562	Counter: 31 847	Counter: 32 444

Token Screen





Village Secretariat, Andhra Pradesh



Bapuji Sewa Kendra, Karnataka





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Use Case 1: Karnataka

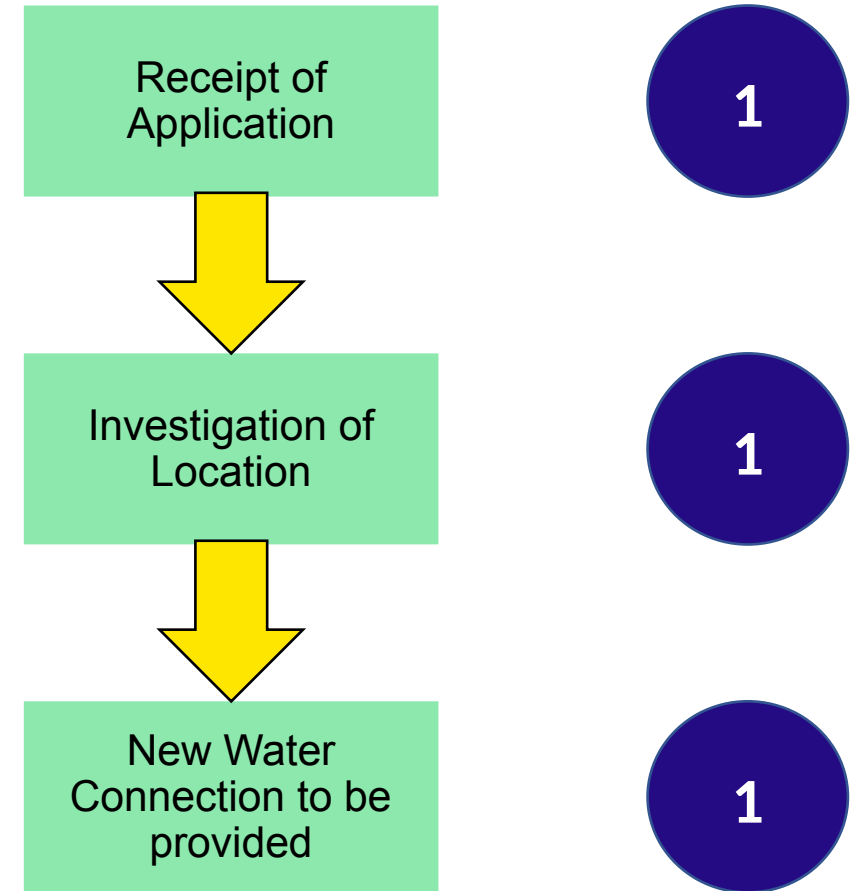


New Water Connection

Requisites	Particular
Designated officer for New Water Connection	Panchayat Development Officer
Centre for submitting form	Bapuji Seva Kendra
Documents required	ID. Proof / Ration card & Tax Paid Receipt
Fees / Charges	NIL
Maximum number of days to wait to get this service delivered	3 Working days
1 st Level Escalation	Executive officer (Taluka Panchayat)
Max. no. of days for 1 st level resolution	7 Working days
2 nd Level Escalation (Appellate Authority)	Dy. Secretary, ZP Office

Work Flow

No. of Days



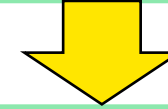
Use Case 2: Karnataka

Advertisement License

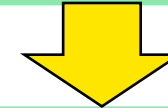
Requisites	Particular
Designated officer for processing application	Panchayat Development Officer
Centre for submitting form	Bapuji Seva Kendra & Seva Sindhu
Documents required	Advertisement Copy, Conversion order, Fee Paid Receipt, ID. Proof/ Ration card, Location Photo, NOCs from concerned authority (whichever is applicable) etc
Fees / Charges	NIL
Maximum number of days to wait to get this service delivered	30 Working days
1 st Level Escalation	Executive officer (Taluka Panchayat)
Max. no. of days for 1 st level resolution	45 Working days
2 nd Level Escalation (Appellate Authority)	Dy. Secretary, ZP Office

Work Flow

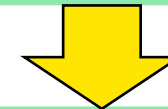
Receipt of Application



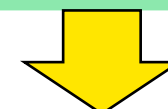
Notification to the concerned party



Document verification & follow up action



Approval in Gram Sabha



Issue of license as per decision in GS

No. of Days

1

7

7

7

8



Use Case 3: Andhra Pradesh

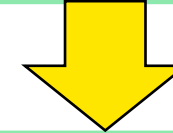
Birth & Death Registration

Requisites	Particular
Designated officer for processing application	Panchayat Secretary
Centre for submitting form	Village Secretariat
Documents required	Application Form; ID proof
Fees / Charges	Free service for 1 st copy; Rs. 50 for subsequent copies
Maximum number of days to wait to get this service delivered	3 days
1 st Level Escalation	-
Max. no. of days for 1 st level resolution	-
2 nd Level Escalation (Appellate Authority)	-

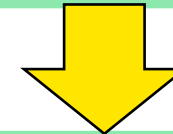
Work Flow

No. of Days

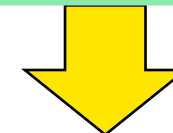
Receipt of Application



Verification of Application including physical verification



Registration of Event



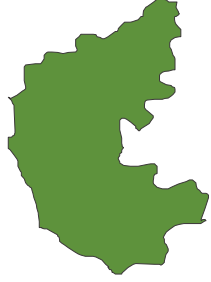
Issue of Certificate

1-2

2-3



Analysis of Service Delivery: Karnataka



- # of Services resolved in Mysuru Declaration: 4
- # of services delivered now: 6

Analysis of core common services

Panchayat as service owner (Offline services)	Panchayat as service owner (online services)	Panchayat as a stakeholder (online services)	Panchayat as a stakeholder (offline Service)	No service delivered
—	<ul style="list-style-type: none"> • Birth Cert. • Death Cert • Marriage Cert. • Residence cert. • Const Permit • MGNREGA related 	—	—	<ul style="list-style-type: none"> • TPDS related services

Analysis of services

Service category	Service delivery in Panchayat		Panchayat as service owner	
	Total services	Total online services	Total Services	Online services
Certificate/ License/ Permissions	7	7	7	7
Community Assets	3	0	3	0
Connectivity	1	1	1	1
Development Related	2	2	2	2
Drinking Water	3	1	3	1
Sanitation	1	0	1	0
Street Lighting	1	1	1	1
Taxation	1	1	1	1
Welfare related	4	4	1	1
Grand Total	23	17	20	14



Analysis of Service Delivery: Karnataka



Call to Action

- i. Right to Public Services/Panchayati Raj Act amendments to**
 - Enable Gram Panchayats to deliver TPDS related services as service owner in online mode
- ii. Identification of resources for Beta group formation for testing Pancham Chatbot**
- iii. Identification of nodal officer for Service delivery**