

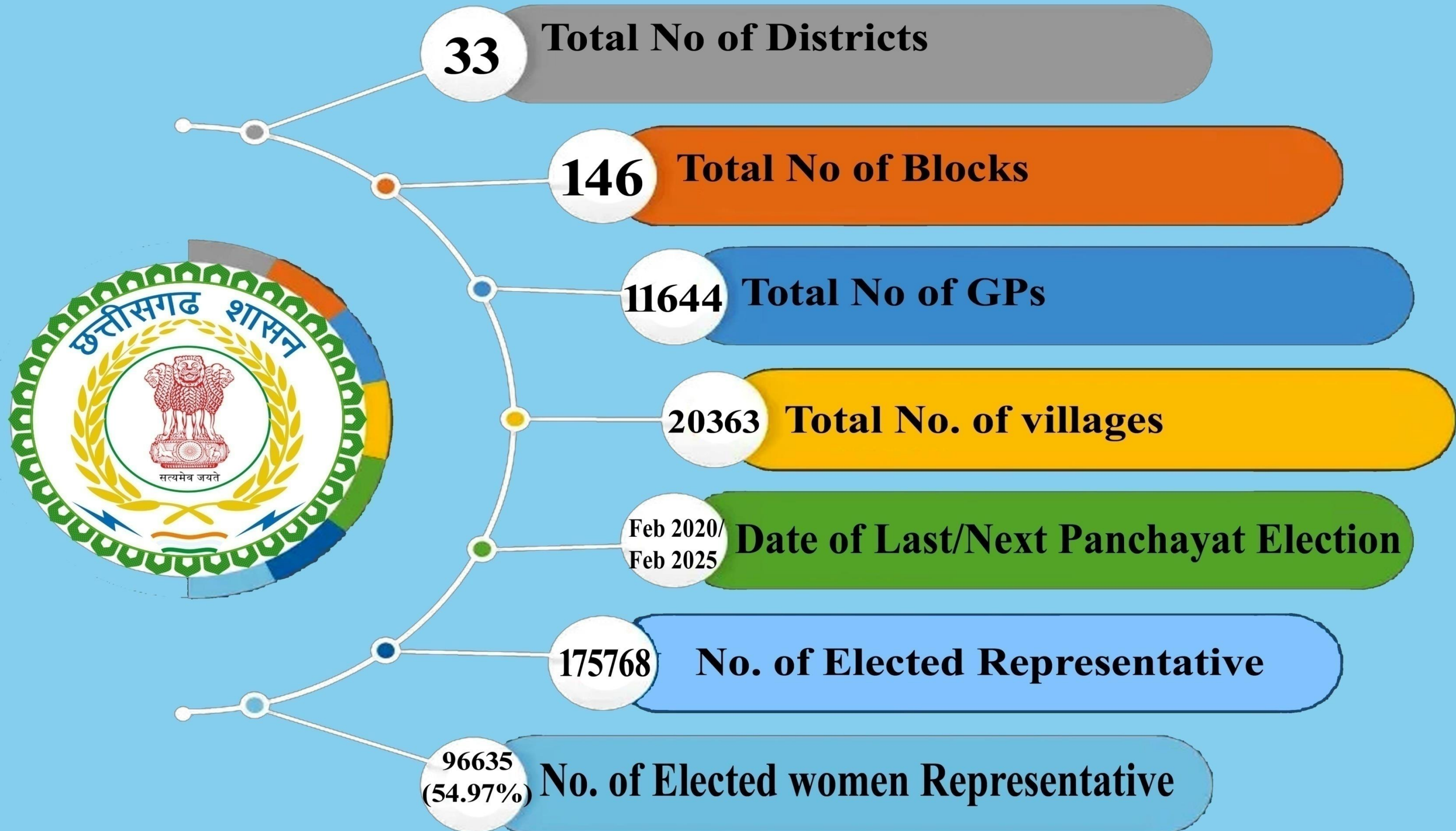
Department of Panchayat and Rural Development Government of Chhattisgarh



Status of service delivery by
Gram Panchayats in
Chhattisgarh

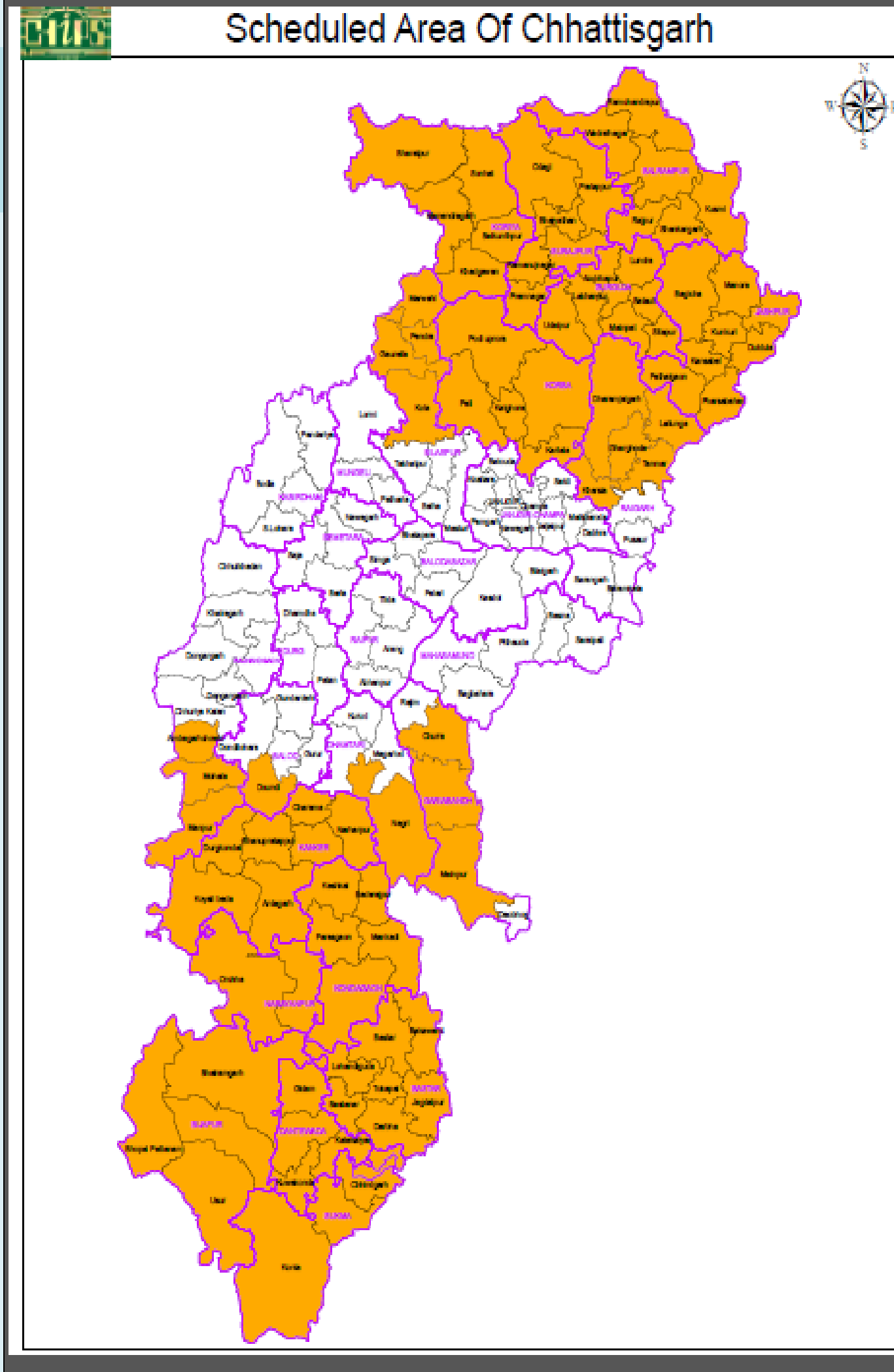


CHHATTISGARH – AT A GLANCE



CHHATTISGARH : At a Glance

S.N	Particular	Total	PESA	Non PESA
1.	Total no. of Districts	33	21 (64%)	12 (36%)
2	Total Population	2.55 (Cr.)	1.02 (40%)	1.53 (60%)
3.	Area	135192 Sqkm	81861 (61%)	53331 (39%)
4	Total blocks	146	85 (59%)	61 (41%)
5	Total no. of Gram Panchayat	11644	5635 (49 %)	6009 (51 %)



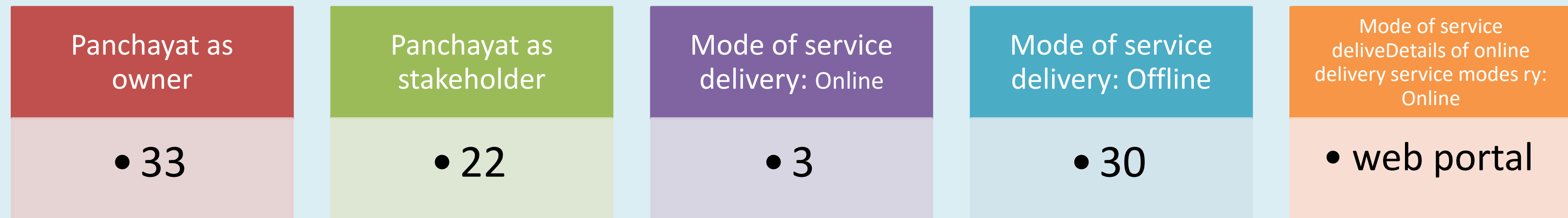
Population distribution of Gram Panchayats

<u>GPs-Population Ranges</u>			
<u>Population</u>	<u>No. of GPs</u>	<u>% of GPs</u>	<u>Cumulative %</u>
Below 500	79	0.68 %	0.68%
501-1000	1199	10.31%	10.99%
1001-5000	10268	88.29%	99.28%
5001-10000	81	0.70%	99.99%
Above 10000	2	0.017%	100%
Total	11629	100%	

Status of Citizen Charter Dash Board

Sl. No	Category Name	Count
1	Identification of Nodal Officer Details at ZP and Block Level	ZP = 27
		Block = 146
2	Grama Sabha Scheduled	11629
3	Grama Sabha Held	11629
4	Facilitators	11640
5	GPs with Citizen Charter Prepared	11553
6	GPs with Citizen Charter Approved	11334
7	Total Services Offered	33

Service Delivery in Chhattisgarh



SERVICES PROVIDED WITH PANCHAYAT AS OWNER

Services Offered by Panchayat as Owner

S.No	Name of the Service
1	Assessment of Property Tax
2	Construction permit
3	Individual Household waste collection & transportation
4	Maintenance/ improvement in burial grounds
5	Maintenance/ improvement in Playground/ Public Parks
6	Request to install streetlight at new location

Services provided with Panchayat as stakeholder

Services Offered by Panchayat as Stakeholder only	
Sl. No	Name of the Service
1	Addition/ 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	Assessment of Property Tax
6	Birth Certificate
7	Death Certificate
8	Issue of MGNREGA Job card
9	Issues related to feeding programmes of AWC
10	Issues related to immunization of children and mothers by Asha & Anganwadi centres
11	Issues related to provision of Mid-day meal for students in Government schools
12	Maintenance of drinking water (Minor Repairs)
13	Maintenance of Village roads
14	Marriage Certificate
15	Preparation of new Ration Card
16	Provision for Drinking water for livestock
17	Provision of Public libraries with adequate number of books and periodicals
18	Repair/ maintenance of community toilets
19	Repair of Handpump
20	Request for work under MGNREGA
21	Sanction of water supply connection
22	Sanitisation of Public Places viz. Roads, drains, marketplaces, etc.

Details of online services

Services Offered by Panchayat through Online

Sl.No	Name of the Service
1	Addition/ deletion of name in Ration Card
2	Birth Certificate
3	Death Certificate
4	Issue of MGNREGA Job card
5	Preparation of new Ration Card
6	Marriage Certificate
7	Residence Certificate

Progress with respect to Mysuru declaration

- ❖ 07 services are brought online mode
- ❖ Developing a new app for OSR collection with the help of State NIC team.
- ❖ The panchayat functionaries being given continuous orientation on delivering online services.

Chhattisgarh Lok seva Gaurantee Act 2011

- ❖ An Act to provide for the delivery of certain public services to citizens by the State Government, local bodies, public authorities or agencies within the stipulated time, and to fix the liabilities of persons responsible for delivery of such services in the event of default and for matters connected therewith or incidental thereto.
- ❖ This Act shall apply to persons appointed to any civil services or posts in connection with the affairs of the Government of Chhattisgarh, local bodies, public authorities or agencies which are owned, controlled or substantially financed by the Government.
- ❖ Every department shall designate the person(s) responsible for delivering Lok Sewa from the date of commencement of this Act, and the fact of such designation shall be displayed in some conspicuous part of the department for the information of general public.

Lok seva Gaurantee Adhinyam 2011

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Digitization of service delivery

- ❖ All important modules like house tax, NOC for construction/ maintenances of house and other services digitization under process
- ❖ Birth and Death certificates are issued with the digital signature of Panchayat Secretary
- ❖ Payment are made through online.

Way Forward: State's Plan towards deepening Service Delivery

- 100 % GPs Secretary provides birth and death certificate online .
- Plan to provide Marriage certificate and NOC for building permit through **e-District portal** with the help of state IT department (ChiPS).
- Tax collection mobile app and web portal will be designed by state NIC
- Department will plan to provide all services online which has been identified under Lok Seva Guarantee ACT 2011 ,

Best Practices

- ❖ 2116 GPs of state ready for two way communication means GPs have all facilities like comuter , internet and VC setup .
- ❖ Approx 598 GPs which population more than 3000, Department plan to make a spatial plan for this GPs.

Own Sources of revenue of Gram Panchayats

SNo.	Source of Income of Panchayat	Name of Tax/ Fees
1	Essential Taxes	Property Tax, Light Tax, Professional tax Fees on registration of cattle, Market fee, Any other .
2	Optional Taxes	Water tax, Water drainage tax Tax on trading, Other tax like Pond lease, Kanji House, building rent, residence & caste certificate, nomination of inheritance, building construction permission, land purchase and sale, piped water fees, hotel, dhaba etc.
3	Other Fees	Domicile & Caste certificate, Mobile Tower, Building construction permit

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



**MERI PANCHAYAT. MERA ADHIKAAR
JAN SEVAAYEIN HAMAARE DWAAR**

- 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**

Technical Support/Testing/Pilot for Chat Bot Functionality

List of Participants to Test/Pilot/Tech Support on Chat Bot Feature/Functionality

Sl.No	State Name	District Name	Mandal Name	GP Name	Name of the Employee	Designation	Mobile Number
1	2	3	4	5	6	7	8
1	Chhattisgarh				Dinesh Agarwal	Joint Director Panchayat	9893235992
2	Chhattisgarh	Raipur			Aashish	Deputy Director Panchayat	8770528736
3	Chhattisgarh	Raipur	Tilda		Vivek Goswami	CEO janpad panchayat	9981169314
4	Chhattisgarh				Kritika Mourya	State Coordinator	9866715235
5	Chhattisgarh				Suraj Bhan	Technical expert	9392054638
6	Chhattisgarh	Kabeerdham			Jitendra	District Project Manager	9030729692
7	Chhattisgarh	Baster			Shailendra	District Project Manager	8770243389
8	Chhattisgarh	kabeerdham	Kawardha	Bhagutula	Damrunath Yogi	Panchayat Secretary	7987641018

“Thank You”

