



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

Ministry of Panchayati Raj

Government of India

22<sup>nd</sup> October 2024





# Agenda



**01**

MoPR Mandate and about Citizen charter campaign

**02**

Mysuru declaration

**03**

Current status of service delivery  
Status of core common services

**04**

Future Plans

**05**

Key Initiatives by the Ministry of Panchayati Raj  
ServicePlus, PANCHAM

# 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 11<sup>th</sup> 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*

## 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 01<sup>st</sup> July- 30<sup>th</sup> 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



सत्यमेव जयते

# 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
Andhra Pradesh	45	Y (Online)	Y (Online)	Y (Online)	Y (Online)	Y (Offline)	Y (Online)	Y (Online)	7
Madhya Pradesh	121	Y (Online)	Y (Online)		Y (Online)	Y (Offline)	Y (Offline)	Y (Online)	6
Jharkhand	40	Y (Online)	Y (Online)		Y (Offline)				3
Gujarat	Information not available								-
Mizoram	Information not available								-
Odisha	Information not available								-
Telangana	Information not available								-



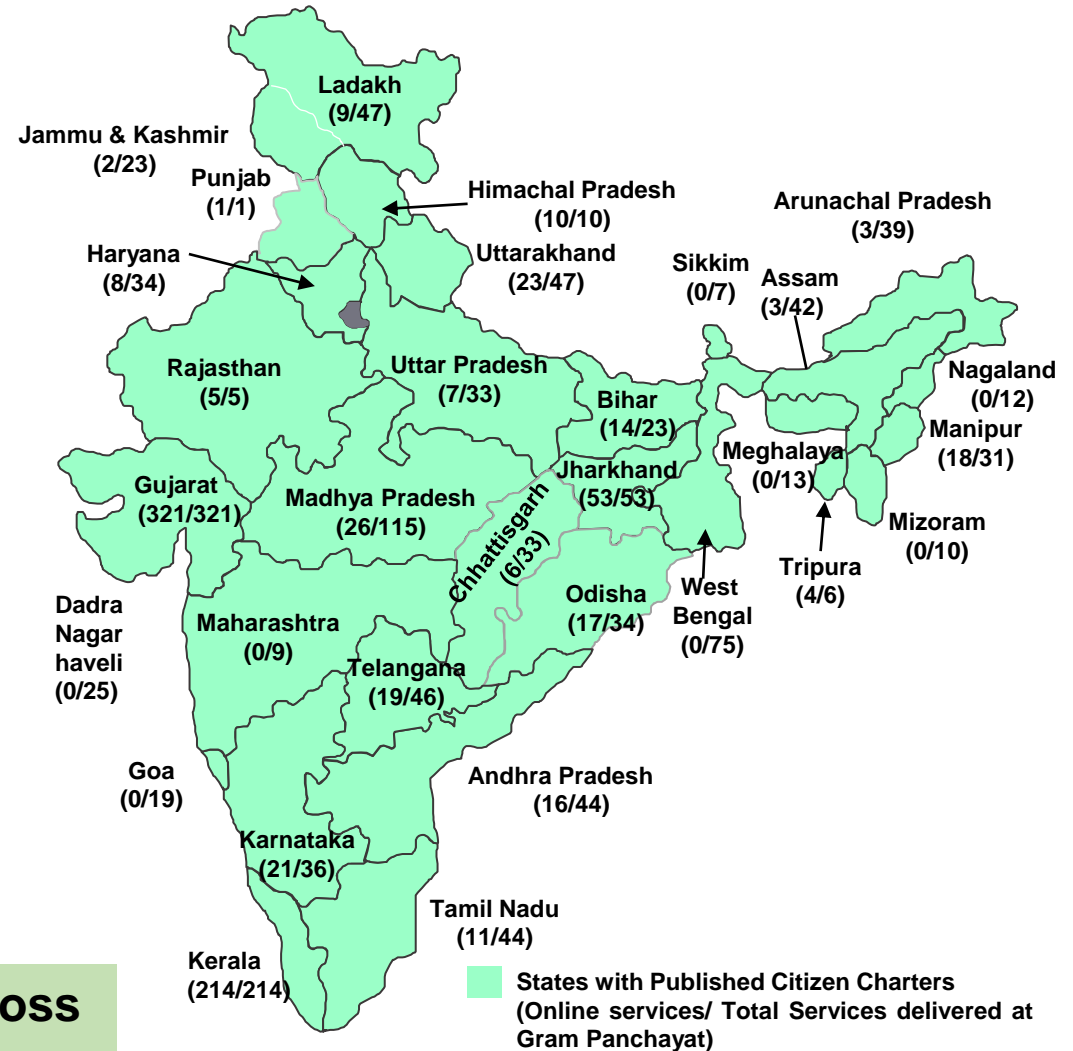
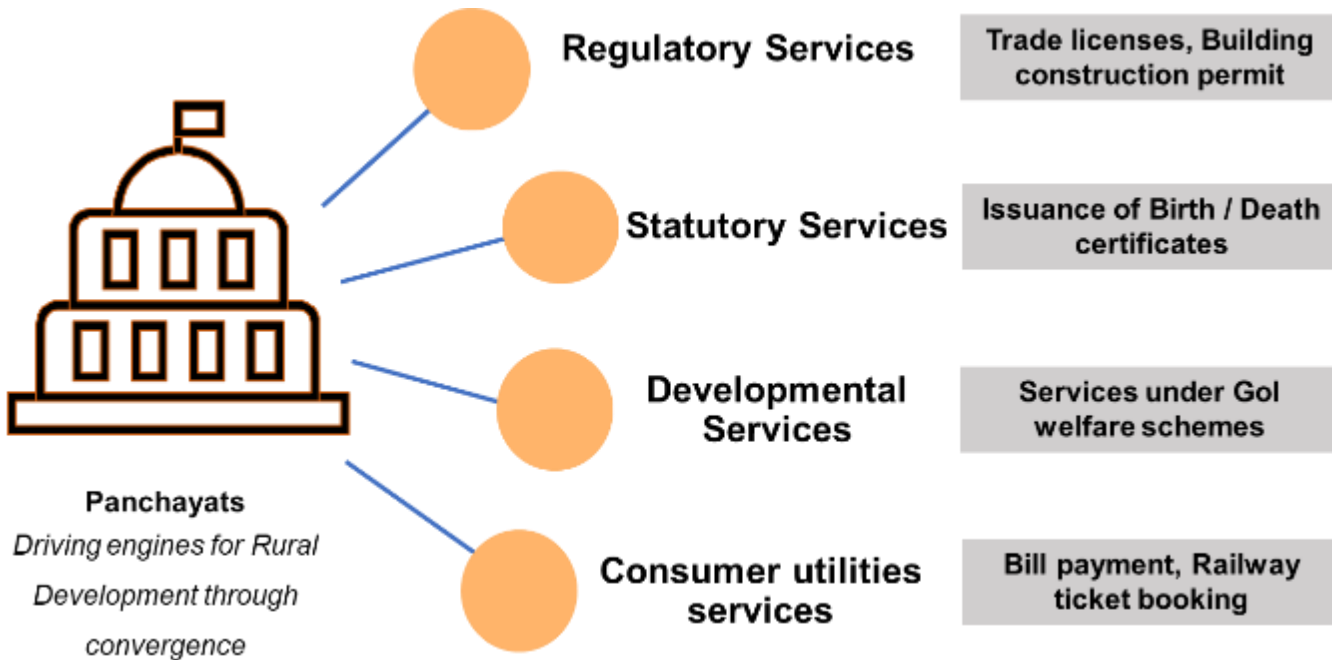


# Service Delivery by Panchayats



**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



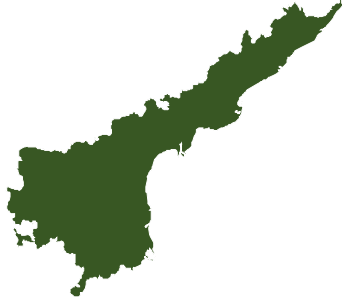
**>900 Services (267 unique services) already being offered across the Panchayats in 30 States/ UTs; Role of Panchayats to be mainstreamed in Online Service Delivery**

# Current Status of Service Delivery

Status of core common services



# Analysis of Service Delivery: Andhra Pradesh



- # of Services resolved in Mysuru Declaration: 7
- # 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"> <li>• Birth Cert.</li> <li>• Death Cert.</li> <li>• Marriage Cert.</li> <li>• Residence cert.</li> <li>• MGNREGA related</li> <li>• Const. Permit</li> </ul>	<ul style="list-style-type: none"> <li>• TPDS related services</li> </ul>	—	—

## Analysis of services

Service category	Service delivery in Panchayat		Panchayat as service owner	
	Total services	Total online services	Total Services	Online services
<b>Certificate/ License</b>	8	0	6	6
<b>Community Assets</b>	4	0	1	0
<b>Connectivity</b>	1	0	1	0
<b>Public Health</b>	2	0	1	0
<b>Development</b>	2	2	2	2
<b>Digital Services</b>	2	1	1	0
<b>Drinking Water</b>	5	1	3	1
<b>Sanitation</b>	3	1	1	1
<b>Street Lighting</b>	3	2	3	0
<b>Taxation</b>	2	0	2	1
<b>Welfare</b>	13	11	2	1
<b>Grand Total</b>	<b>45</b>	<b>27</b>	<b>21</b>	<b>12</b>



# Analysis of Service Delivery: Andhra Pradesh



## Call to Action

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

# Analysis of Service Delivery: Gujarat



- # of Services resolved in Mysuru Declaration: NA
- # 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
—	Residence cert.	<ul style="list-style-type: none"> <li>• Birth Cert.</li> <li>• Death Cert.</li> <li>• Marriage Cert.</li> <li>• MGNREGA related</li> <li>• Const. permit</li> <li>• TPDS</li> </ul>	—	—

## Analysis of services

Service category	Service delivery in Panchayat		Panchayat as service owner	
	Total services	Total online services	Total Services	Online services
Certificate/License/Permission	30	30	4	4
Development	10	10	0	0
Welfare	281	281	0	0
<b>Grand Total</b>	<b>321</b>	<b>321</b>	<b>4</b>	<b>4</b>



# Analysis of Service Delivery: Gujarat



## Call to Action

- i. Transition from Service stakeholder to service owner**
  - Birth certificate, Marriage certificate, Marriage certificate, MGNREGA, construction permit, TPDS related services
- ii. Identification of resources for Beta group formation for testing Pancham Chatbot**
- iii. Identification of nodal officer for Service delivery**

# Analysis of Service Delivery: Jharkhand



- # of Services resolved in Mysuru Declaration: 3
- # 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
—	MGNREGA	<ul style="list-style-type: none"> <li>• Birth Cert.</li> <li>• Death Cert.</li> <li>• Residence Cert.</li> <li>• Marriage Cert.</li> <li>• TPDS</li> </ul>	—	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/Permissions	7	7	0	0
Development	15	15	14	14
Public Health	2	2	0	0
Welfare	30	30	0	0
<b>Grand Total</b>	<b>54</b>	<b>54</b>	<b>14</b>	<b>14</b>





# Analysis of Service Delivery: Jharkhand



## Call to Action

- i. Right to Public Services/Panchayati Raj Act amendments to**
  - Enable Gram Panchayats to handle Construction permit as service owner in online mode
- ii. Transition from Service stakeholder to service owner**
  - Birth certificate, death certificate, residence, marriage certificate, construction permit, TPDS related services
- iii. Identification of resources for Beta group formation for testing Pancham Chatbot**
- iv. Identification of nodal officer for Service delivery**



- # of Services resolved in Mysuru Declaration: 6
- # 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
Const. permit	MGNREGA	<ul style="list-style-type: none"> <li>• Birth Cert.</li> <li>• Death Cert.</li> <li>• Residence Cert.</li> <li>• Marriage Cert.</li> <li>• TPDS</li> </ul>	—	—

## Analysis of services

Service category	Service delivery in Panchayat		Panchayat as service owner	
	Total services	Total online services	Total Services	Online services
Certificate/ Permissions	15	3	4	0
Community Assets	4	0	3	0
Public Health	6	0	3	0
Development	10	2	8	2
Digital Services	2	0	0	0
Drinking Water	11	0	6	0
Public Libraries	1	0	1	0
Sanitation	8	0	7	0
Street Lighting	5	1	4	1
Taxation	2	0	1	0
Welfare	51	20	10	1
<b>Grand Total</b>	<b>115</b>	<b>26</b>	<b>47</b>	<b>4</b>



# Analysis of Service Delivery: Madhya Pradesh



## Call to Action

- i. Transition from Service stakeholder to service owner for**
  - Birth, death, residence, marriage certificate and TPDS related services
- ii. Online service delivery**
  - Construction permit
- iii. Identification of resources for Beta group formation for testing Pancham Chatbot**
- iv. Identification of nodal officer for Service delivery**



# Analysis of Service Delivery: Mizoram



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

## 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"> <li>• Residence Cert.</li> <li>• Construction permit</li> <li>• TPDS</li> </ul>	<ul style="list-style-type: none"> <li>• Birth Cert</li> <li>• Death Cert.</li> <li>• Marriage Cert.</li> <li>• MGNREG A related</li> </ul>

Service category	Service delivery in Panchayat		Panchayat as service owner	
	Total services	Total online services	Total Services	Online services
Certificate/ License/ Permissions	3	0	0	0
Public Health	1	0	0	0
Development	1	0	0	0
Drinking Water	1	0	0	0
Sanitation	3	0	0	0
Welfare	1	0	0	0
<b>Grand Total</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>



# Analysis of Service Delivery: Mizoram



## Call to Action

- i. Right to Public Services/Panchayati Raj Act amendments to**
  - Enable Gram Panchayats to handle birth, death certificate, marriage certificate and MGNREGA as service owner in online mode
- ii. Service stakeholder to service owner**
  - construction permit, residence certificate, TPDS
- iii. Online service delivery**
  - Residence certificate, construction permit and TPDS
- iv. Identification of resources for Beta group formation for testing Pancham Chatbot**
- v. Identification of nodal officer for Service delivery**

# Analysis of Service Delivery: Odisha



- # of Services resolved in Mysuru Declaration: NA
- # of services delivered now: 2

## 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
TPDS	MGNREGA	–	–	<ul style="list-style-type: none"> <li>• Birth Cert.</li> <li>• Death Cert.</li> <li>• Residence Cert.</li> <li>• Marriage Cert.</li> <li>• Construction Permit</li> </ul>

## Analysis of services

Service category	Service delivery in Panchayat		Panchayat as service owner	
	Total services	Total online services	Total Services	Online services
<b>Certificate/ Permissions</b>	2	0	2	0
<b>Community Assets</b>	2	0	2	0
<b>Connectivity</b>	1	0	1	0
<b>Development</b>	8	7	8	7
<b>Drinking Water</b>	4	0	4	0
<b>Sanitation</b>	5	1	5	1
<b>Street Lighting</b>	1	0	1	0
<b>Taxation</b>	2	0	2	0
<b>Welfare</b>	9	9	9	9
<b>Grand Total</b>	<b>34</b>	<b>17</b>	<b>34</b>	<b>17</b>



# Analysis of Service Delivery: Odisha



## Call to Action

- i. Right to Public Services/Panchayati Raj Act amendments to**
  - Enable Gram Panchayats to handle birth, death certificate, residence, marriage certificate and construction permit as service owner in online mode
- ii. Online service delivery**
  - TPDS related services
- iii. Identification of resources for Beta group formation for testing Pancham Chatbot**
- iv. Identification of nodal officer for Service delivery**





# Analysis of Service Delivery: Telangana



- # of Services resolved in Mysuru Declaration: NA
- # 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
Marriage Cert.	<ul style="list-style-type: none"> <li>• Birth Cert.</li> <li>• Death Cert.</li> <li>• MGNREGA related</li> <li>• Construction permit</li> </ul>	<ul style="list-style-type: none"> <li>• TPDS</li> <li>• Residence Cert.</li> </ul>	—	—

## Analysis of services

Service category	Service delivery in Panchayat		Panchayat as service owner	
	Total services	Total online services	Total Services	Online services
Certificate/ Permissions	7	6	6	5
Community Assets	5	1	1	1
Connectivity	1	0	1	1
Public Health	3	3	3	0
Development	3	2	2	0
Digital Services	2	0	2	0
Drinking Water	5	0	5	1
Sanitation	3	0	3	0
Street Lighting	3	0	3	1
Taxation	2	2	2	2
Welfare	13	7	4	0
<b>Grand Total</b>	<b>46</b>	<b>21</b>	<b>32</b>	<b>11</b>



# Analysis of Service Delivery: Telangana



## Call to Action

### **i. Service stakeholder to service owner**

- TPDS related services

### **ii. Online service delivery**

- Marriage certificate

### **iii. Identification of resources for Beta group formation for testing Pancham Chatbot**

### **iv. Identification of nodal officer for Service delivery**

# Future Plans



# 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**



सत्यमेव जयते

# 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 platform for submission & tracking



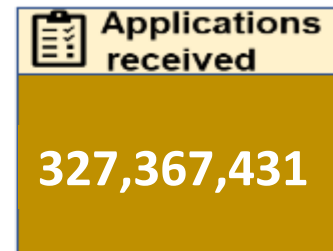
- Real time transparent information sharing mechanism
- Faster G2C and G2G communication



- 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





सत्यमेव जयते

# 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



---

# 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











# Bapuji Sewa Kendra, Karnataka



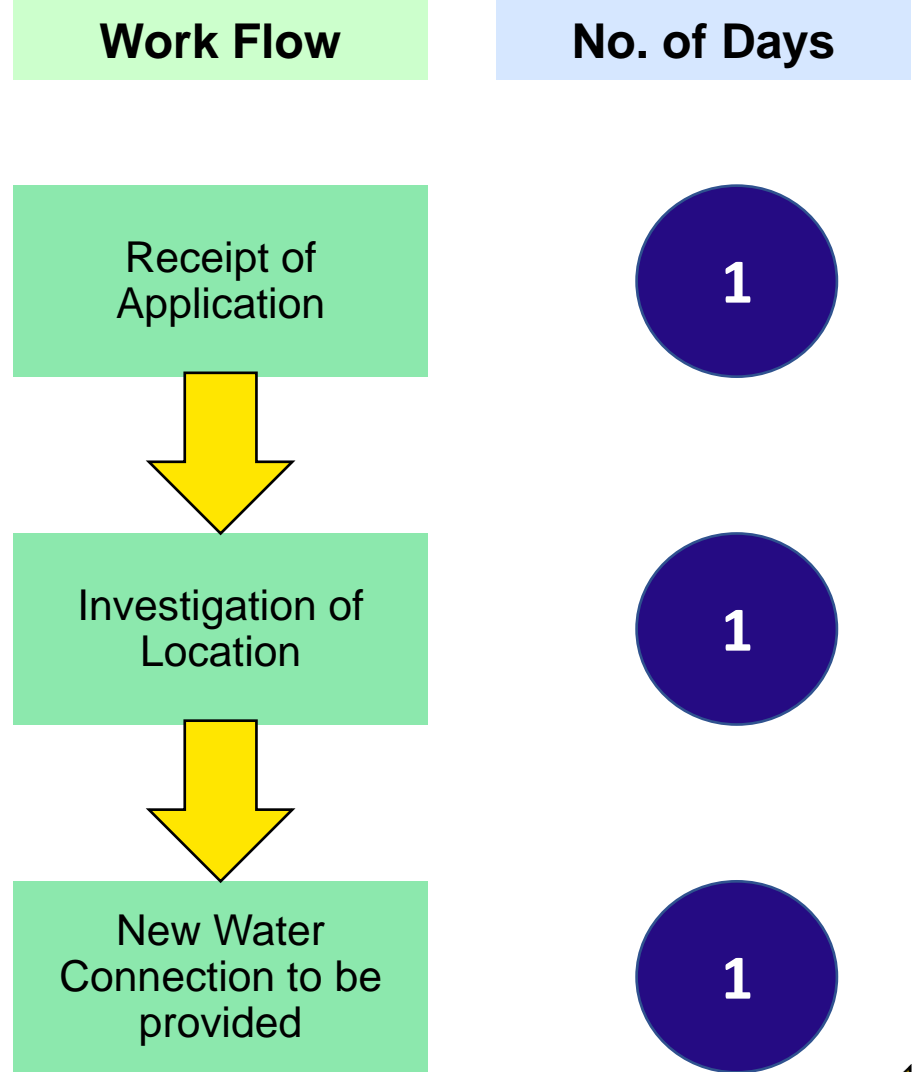


# Use Case 1: Karnataka



## 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 <sup>st</sup> Level Escalation	Executive officer (Taluka Panchayat)
Max. no. of days for 1 <sup>st</sup> level resolution	7 Working days
2 <sup>nd</sup> Level Escalation (Appellate Authority)	Dy. Secretary, ZP Office





सत्यमेव जयते

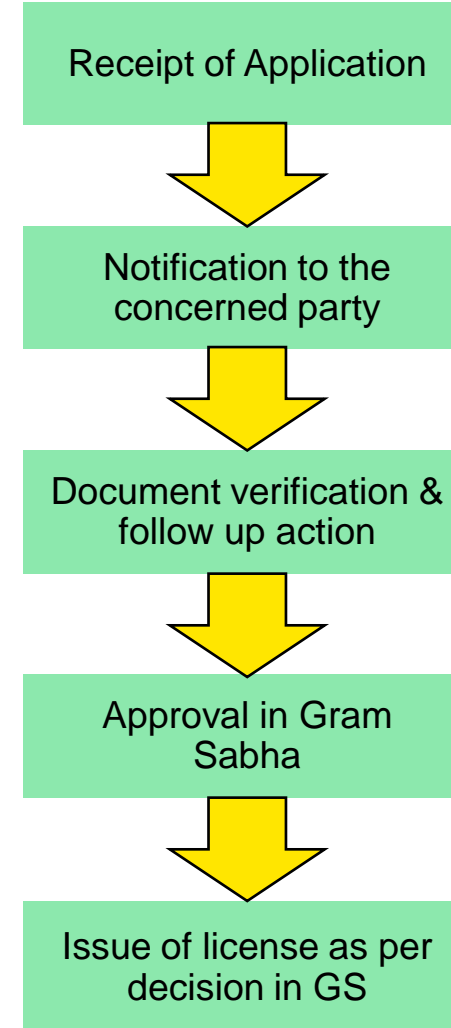
# Use Case 2: Karnataka



## 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 <sup>st</sup> Level Escalation	Executive officer (Taluka Panchayat)
Max. no. of days for 1 <sup>st</sup> level resolution	45 Working days
2 <sup>nd</sup> Level Escalation (Appellate Authority)	Dy. Secretary, ZP Office

## Work Flow



## No. of Days





# Use Case 3: Andhra Pradesh

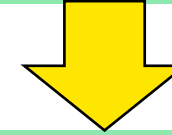
## Birth & Death Registration

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 <sup>st</sup> copy; Rs. 50 for subsequent copies
Maximum number of days to wait to get this service delivered	3 days
1 <sup>st</sup> Level Escalation	-
Max. no. of days for 1 <sup>st</sup> level resolution	-
2 <sup>nd</sup> Level Escalation (Appellate Authority)	-

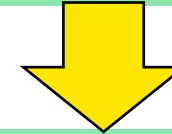
### Work Flow

### No. of Days

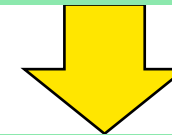
Receipt of Application



Verification of Application including physical verification



Registration of Event



Issue of Certificate

1-2

2-3

