

# **Status of service delivery by Gram Panchayats in MADHYA PRADESH**

**Workshop at NIRD & PR  
Hyderabad  
22<sup>nd</sup> Oct, 2024**

**Panchayat & Rural Development, GoMP**

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# A. Present Status of Service delivery

## I. Services provided as per MP Lok Sewaon Ke Pradan Ki Guarantee Adhinyam, 2010

**(Public Services Management Department MP)**

- a. Total Services: 342
- b. Panchayat as the owner: 08
- c. Panchayat & Rural development Department: 08
- d. Mode of service Delivery: Online
- e. Service delivery modes/ channels- Near by Lok Sewa Kendra/ MP Online Kiosk/ CSC
- f. Timeline – 01 days to 45 days

# Panchayat & Rural development Department, MP

## I. Mysuru declaration for Citizen Charter

- A. Core common services: 06

### Online

1. Birth Certificate
2. Death Certificate - Online
3. Marriage Certificate -
4. Ration Card

### Offline

1. Construction permit
2. Issue of MGNREGA Job card-

# Panchayat & Rural development Department, MP

## Services selected and approved by Gram panchayats

- a. Total Services: 115
- b. Panchayat as the owner: 47
- c. Panchayat as the stakeholder: 68
- d. Mode of service Delivery:
  - Online: 29
  - Offline: 86
- a. Service delivery modes/ channels: GP Office / CSC/ Lok Sewa Kendra/ MP Online Kiosk
- b. Timelines : 02 days to 45 days

## B. Way forward: State's plan towards Deepening Service Delivery

- **Defining the role of Gram Panchayats in service delivery-** Roles are already defined for different services & notified under MP Lok Sewaon Ke Pradan Ki Guarantee Adhinyam, 2010.
- **Revisiting the Public Service act/ State Panchayat Raj Act** – It is to be done
- **Amendment of rules, issuance of Gazette Notification etc.** – Services being delivered under MP Lok Sewaon Ke Pradan Ki Guarantee Adhinyam, 2010 are notified in Gazette

- **Digitization of service delivery-**  
There is Portal Lok Sewa Guarantee MP for management of services
- **Capacity building of PRIs on service delivery-**  
It is a part of basic & orientation training to PRI's elected representatives

## C. Innovation and Best Practices

- Convenience for Citizenry –  
Around 24000 CSCs are operational in rural area
- Enhancement of OSR for Panchayat-
  - ❑ Online Portal has been developed
  - ❑ UPI based payment acceptance - available on public domain – “Panchayat Darpan”

**THANKS**