Overview of Service Delivery Mechanism at the Gram Panchayat Level in Odisha

State Institute for Rural Development & PanchayatiRaj
Panchayati Raj & Drinking Water Department
Govt. of Odisha

Government's Priority

❖ Timely delivery of Services.

❖ Avoiding visit to Government Offices.

❖ Hassle free Service delivery at doorstep.
Electronic mode of service delivery.

❖ Assisted Service delivery facility (Mo Saba Kendra).

❖ Ease of Accessing e-Gov applications (OdishaOne Portal)

- Single URL for availing all services (https://www.odishaone.gov.in)

- Single credential to avail all services

- Avoid repeated entry of generic information

- Odia Language interface

- Online Payment

Present Status of Service Delivery in GPs

Services Offered By the Gram Panchayat -Offline mode

- ✓ Trade license(MFP)(Registration of traders)

- ✓ Building Plan approval

- ✓ Issuing a license for the Industries and factories including dangerous and offensive trades

- ✓ Granting a license to control over places of public resort and entertainment

- ✓ Issuance of job cards

- ✓ Providing unskilled work(MGNREGS)

- ✓ Providing drinking water through FHTC

Services Offered By the Gram Panchayat -Offline mode

- ✓ Sanitization of Public Places such as Roads, drains, marketplaces, Government schools, AWC, etc.

- ✓ Provision of streetlights

- ✓ Maintenance & Improvements in burial/ cremation grounds

- ✓ Maintenance/ Improvements in Playground/ Public Parks

- ✓ Provision of Public libraries with adequate number of books and periodicals

- ✓ Maintenance of Village roads

- ✓ Distribution of rice under PDS

- ✓ Distribution of Pensions under Social security Schemes

- ✓ Repair of Hand pump / Tube Well

Odisha Right to Public Services Act, 2012 (ORTPSA)

- The ORTPS Act 2012 aims to cover various guarantees under a single umbrella at the state level.

- It looks towards addressing the already growing demand of citizens for improved public services.

- Reducing corruption through imposing penalties on Public Authorities for default in delivery of services.

- Aims at universalization of public services.

- What was under the Citizens' Charters, an administrative guarantee has been translated into a legal right, justiciable under the provisions of ORTPS Act.

- MO SEBA KENDRAS are operating in the state to offer online services across different departments.

OBJECTIVES- MO SEBA KENDRA

E-services in the locality of citizens

- E-services in the locality of citizens, by creating physical service delivery infrastructure for accessing various eservices.

- Electronic mode of service delivery through Odishaone E-Gov. Applications.

Structured platform for socially-inclusive community

- The network of Mo Seba Kendra's is envisaged to be a change instrument that would provide a structured platform for socially-inclusive community participation for development.

Lead to sustainable socio-economic development

- An individual or organization functioning as a Village / Urban Level Entrepreneur (VLE/ULE) would run the Mo Seba Kendra.

- It is the community participation and collective action, not ICT alone, that would lead to sustainable socio-economic development and long-term prosperity.

Key features of the scheme

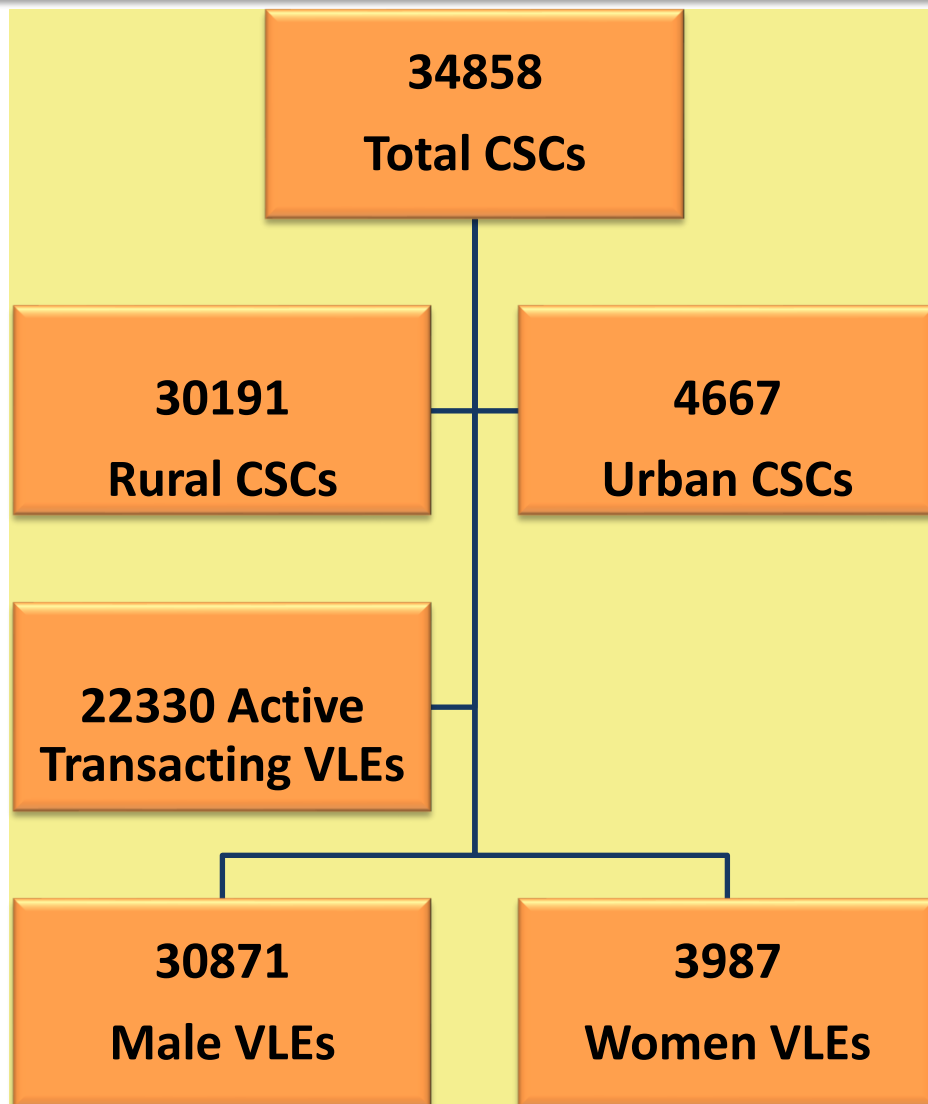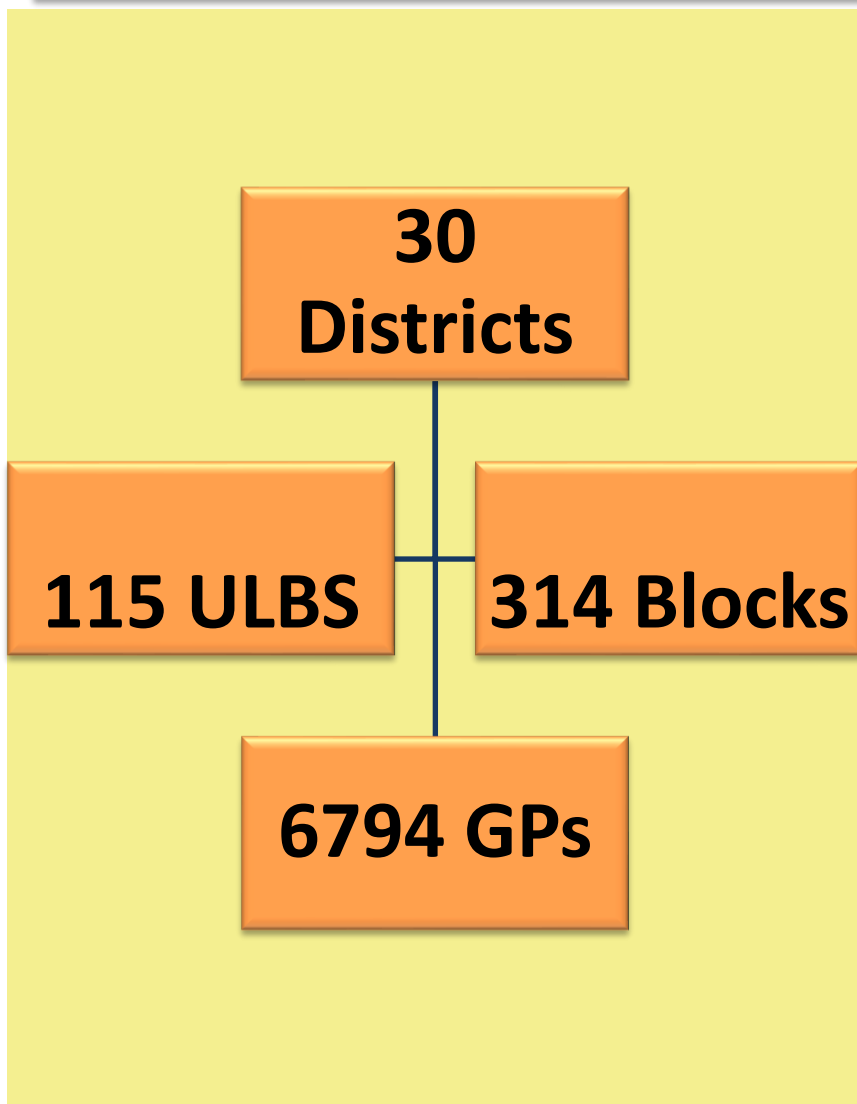| To promote grass-root level entrepreneurship | Encourage participation of women to become VLE /ULE | The SCA shall provide large bouquet of private services | The service delivery will be on chargeable basis |

Online Services Offered by MO SEBA KENDRA

Sl.No	Department Name	No. of Services
1	Agriculture & Farmers Empowerment	7
2	Commerce & Transport	1
3	Energy Department	4
4	Fisheries and ARD Department	21
5	Food Supply & Consumer Welfare Department	5
6	General Administration and Public Grievance Department	1
7	Health & Family Welfare Department	6
8	Higher Education Department	1
9	Home Department	7
10	Housing & Urban Development Department	4
11	Labour & ESI Department	58
12	Panchayati Raj & Drinking Water Department	4
13	Revenue & Disaster Management Department	12
14	SC & ST Development Department	1
15	School and Mass Education Dept	10
16	Skill Development & Technical Education	24
17	SSEPD Department	10
Total		176 (Hyper)

CSC / MSK Presence in Odisha

OdishaOne Portal is a integrated portal that provides access to various government services, from utility bill payments to certificate issuance, helping citizens access services online and reducing the need for physical visits to government offices.

30 Districts

115 ULBS

314 Blocks

6794 GPs

34858 Total CSCs

30191 Rural CSCs

4667 Urban CSCs

22330 Active Transacting VLEs

30871 Male VLEs

3987 Women VLEs

Introduction to Citizen Charter in Gram Panchayats

- The **Odisha Right to Public Services Act (ORTPSA), 2012** is a significant step towards institutionalizing the Citizen's Charter

- Odisha has adopted **Citizen's Charters** across various government departments, including those under **Panchayati Raj**.

- It mandates time-bound delivery of over 200 services across departments, including Panchayati Raj services, ensuring that citizens know what to expect in terms of service quality and timelines.

- **Model Citizen Charter** for Gram Panchayats has been drafted by SIRD&PR and is in the process of finalization and approval. (**Citizen Charter**)

- After government approval, a **Gazette Notification** will be issued for its implementation at the Gram Panchayat level.

Key Features of Citizen Charter

The Citizen Charter of the Gram Panchayat should include the following features:

➢ Preamble
➢ Vision
➢ Mission
➢ Powers and Functions of Gram Panchayat
➢ Comprehensive Framework: Services Offered by the Gram Panchayat including Name of the service(Certificate / License / Permissions, Documents need to be submitted, Fee for the service, Time line for delivery of service, contact person and grievance authority etc.
➢ Services rendered by other Departments/ Agencies with the Facilitation of Gram Panchayat.
➢ Services provided under Odisha Right to Public Services Act, 2012(ORPS)
➢ Legal Provisions for Community Involvement in Ensuring Effective Functioning of the Gram Panchayat, including brief comments on events such as Palli Sabha, Gram Sabha, Bal Sabha, Mahila Sabha, Standing Committees, and GP Meetings etc.
➢ Grievance Redressal System
➢ Social Audit : (Social audit ensures public accountability in the implementation of projects, laws and policies)

Challenges:

➤ **Digital Divide**: Despite progress in e-governance, rural areas in Odisha still face low internet connectivity and limited digital literacy, hindering widespread access to services.

➤ **Limited financial resources**: Insufficient funds and lack of proper financial management hinder the effective implementation of services.

➤ **Coordination gaps:** Ineffective cooperation and collaboration between government departments hinders the successful alignment and integration of schemes and initiatives..

➤ **Capacity Constraints:** Despite training initiatives, there is a need for continuous capacity building at the grassroots level, especially in the PRIs, to handle increased responsibilities under the Citizen's Charter.

➤ **Political interference** can lead to unfair distribution of resources, making service delivery unequal.

➤ **Dependence on external funding** without leveraging local resources limits the scope for independent service delivery initiatives.

Way forward: State's Plan towards deepening Service Delivery

- ➢ A new rule, "The Odisha Gram Panchayat Own Source Revenue Generation Rules-2024," is already drafted and is in final stage of getting approval to streamline tax and non-tax structures, enhance revenue generation, and ensure financial sustainability for improved citizen services.

- ➢ Accountants-cum-Data Entry Operators are placed at each Gram Panchayat to support and facilitate various citizen-centric services, ensuring smooth operation of a single window service center.

- ➢ Gram Panchayats are encouraged to obtain ISO certification and establish Panchayat Learning Centers to improve service quality and governance.

- ➢ The State Government is committed to strengthening governance in scheduled areas through the systematic implementation of the PESA Act, empowering tribal communities and promoting self-governance.

MO SEVA KENDRA Glimpses

Thank You!