

Benchmarking Rural Service Delivery

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Key Challenges in Implementation of RTPS Across States

- **Lack of Awareness:** Many Panchayat officials and rural citizens are unaware of the services and rights available under the RTPS Act, resulting in underutilization of the system.
- **Poor Digital Infrastructure:** Digital penetration is uneven, especially in rural and remote areas. Panchayats in many states struggle to provide services due to lack of internet connectivity, computers, and other essential infrastructure.
- **Delayed Service Delivery:** Bureaucratic inefficiencies, delayed fund transfers, and lack of coordination between Panchayats and higher administrative levels lead to service delays, violating RTPS timelines.
- **Weak Monitoring and Accountability:** In many states, there are inadequate systems to monitor service timelines or hold Panchayat officials accountable for delays or non-delivery of services.
- **Capacity Gaps:** Panchayat members and local government staff often lack the necessary training to implement RTPS provisions effectively, particularly in handling digital services.
- **Political Interference:** In some states, local political dynamics interfere with the fair and timely delivery of services under the RTPS Act.
- **Red Tape:** complex bureaucratic processes deter the timely delivery of services in several states.
- **Lack of Uniform and Efficient Administrative processes**

What is Benchmarking of service delivery by GP

A benchmark in service delivery in rural governance refers to

- a predefined standard or set of criteria that are used to measure and assess the quality, efficiency, and effectiveness of services provided by rural governance institutions
- One of the key benchmarks in rural service delivery is **ensuring timely and efficient delivery of services** to the residents.
- By setting **clear targets and monitoring progress** regularly, Gram Panchayats can ensure that services are delivered efficiently and effectively.
- Another important benchmark in rural service delivery through Gram Panchayats is promoting **transparency and accountability** in governance.
- Overall, setting benchmarks help evaluate the Gram Panchayat's performance as a whole

Importance of Benchmarking in Rural Governance

- **Accountability:** Benchmarks help ensure that local governance institutions are held accountable for the services they deliver.
- **Efficiency:** Measuring performance against benchmarks helps identify inefficiencies and areas for improvement.
- **Equity:** Benchmarks help ensure that essential services reach all sections of the rural population, especially marginalized groups.
- **Transparency:** Clear benchmarks promote transparency in governance and make it easier for citizens to assess the performance of their local government.

Service Level Bench Marking (SLB)

Stage - I

Activity level bench marking

Registration of Birth Certificate by Gram Panchayats

1. Application form,
2. ID proof of parents
3. Hospital discharge summary or birth notification

State	Timeline for Issuance	Charges	Suggestion
Andhra Pradesh	21 days		<ul style="list-style-type: none"> • The Base timeline in all the states is 21 days. • Therefore, the service timeline can be fixed as 21 days. • A late fee can be fixed with uniformity like in Telangana Rs.5 every year as Additional charges.
Telangana	With in one year After one year		
Gujarat	21 days		
Madhya Pradesh	Within 21 days 21-30 days 31 days within one year After one year		
Mizoram	Within 21 days 22-30 days 31 days within one year After one year		
Jharkhand	Within 21 days 21-30 days 31 days within one year After one year		
Odisha	Within 21 days 21-30 days 31 days within one year		

Registration of Death by Gram Panchayats

State	Timeline for Issuance	Charges (Approx.)	Suggestion
Andhra Pradesh	7-15 days		<p>In majority of the representing states, the timeline for registration of Death is either two or four weeks. Therefore, it can be considered midpoint of 3 weeks for registration of death.</p> <p>The cost for registration of death finds huge variation across the states ranging from Rs.2-30 and certificate cost of Rs.100.</p> <p>The cost also can be streamlined as Free for within three weeks and a fixed late fee may be arrived either Rs.10 or 15.</p> <p>Certificate fee may collected as Rs 20</p>
Telangana	7-15 days		
Gujarat	15-30 days		
Madhya Pradesh	15-20 days		
Mizoram	7-10 days		
Jharkhand	15-30 days		
Odisha	7-15 days		

Issuance of Marriage Certificate by Gram Panchayats

State	Timeline for Issuance	<u>Charges</u>	Documents Required	Suggestion
Andhra Pradesh	15-30 days		<ol style="list-style-type: none"> 1. Application form 2. ID proof of both parties 3. Address proof 4. Two passport-sized photographs 5. Witness details 	<p>The timeline is ranges from 2 weeks to 4 weeks, the ideal timeline can be fixed at 3 weeks.</p> <p>The cost variation among states ranges from Rs.50-150, Hence Rs.75 can be suggestive as nominal fee for marriage certificate.</p> <p>Regarding documents need to be submitted looks almost uniform in all the states can be retain</p>
Telangana	15-30 days			
Gujarat	30 days			
Madhya Pradesh	30 days			
Mizoram	15-30 days			
Jharkhand	30 days			
Odisha	30 days			

Issuance of Residence Certificate by Gram Panchayats

State	Timeline for Issuance	Charges	Documents Required	Suggestions
Andhra Pradesh	15-30 days	₹20	<ol style="list-style-type: none"> 1. Application form 2. ID proof 3. Address proof 4. Passport-sized photograph 	<p>The timeline ranges from 2 weeks to 4 weeks, the ideal timeline can be fixed at 3 weeks.</p> <p>The cost variation among states ranges from Rs.20-100, Rs.75 can be suggestive as nominal fee for Residence certificate.</p> <p>Regarding documents need to be submitted looks</p>
Telangana	15-30 days	₹50		
Gujarat	7-15 days	₹100		
Madhya Pradesh	15-30 days	₹50		
Mizoram	15-30 days	₹10		
Jharkhand	15-30 days	₹100		
Odisha	30 days	₹50		

Issuance of Trade License by Gram Panchayats

State	Timeline for Issuance	<u>Charges</u>	Documents Required	Suggestions
Andhra Pradesh	15-30 days		1. Application form	The timeline ranges from 2 weeks to 4 weeks, the ideal timeline can be fixed at 3 weeks. Regarding documents need to be submitted looks almost uniform in all the states can be retain with addition of GST registration wherever required.
Telangana	15-30 days		2. ID proof (Aadhaar, Voter ID)	
Gujarat	7-15 days		3. Address proof	
Madhya Pradesh	15-30 days		4. Business ownership proof (e.g., rental agreement)	
Mizoram	15-30 days		5. Passport-sized photographs	
Jharkhand	15-30 days			
Odisha	30 days			

Building plan approval

State	Timeline for Issuance	<u>Charges</u>	Documents Required
Andhra Pradesh	90 days		<ol style="list-style-type: none"> 1. Application form (prescribed format) 2. Proof of land ownership (Sale deed, Patta, etc.) 3. Detailed building plan (architect certified) 4. NOCs from relevant authorities (if applicable) 5. Land use conversion certificate (if applicable) 6. Fee payment receipt 7. Site photographs 8. Environmental clearance (for larger projects)
Telangana	15 days		<ol style="list-style-type: none"> 1. Ownership Document of Site/Plot 2. Extract of Master Plan 3. Building Plans duly signed by Owner, Builder, Architect 4. Plan showing rainwater harvesting pits
Gujarat	30 days		<ol style="list-style-type: none"> 1. Application form (prescribed format) 2. Land ownership documents (Sale deed, Patta, etc.) 3. Building plan drawings 4. NOCs from relevant authorities (if applicable) 5. Land use conversion certificate (if applicable) 6. Fee receipt 7. Site photographs 8. Environmental clearances (if applicable)
Madhya Pradesh	15 to 30 days (As per the Madhya Pradesh Public Service Delivery Guarantee Act, 2010)		<ol style="list-style-type: none"> 1. Application form (prescribed format) 2. Land ownership documents (Sale deed, Patta, etc.) 3. Building plan drawings 4. NOCs from relevant authorities (if applicable) 5. Land use conversion certificate (if applicable) 6. Fee receipt 7. Site photographs 8. Environmental clearances (if applicable)
Mizoram	15 to 30 days (varies by project type and		<ol style="list-style-type: none"> 1. Application form (prescribed format) 2. Land ownership documents (Sale deed, Patta, etc.) 3. Building plan drawings 4. NOCs from relevant authorities (if applicable) 5. Land use conversion certificate (if applicable) 6. Fee receipt 7. Site photographs 8. Environmental clearances (if applicable)

SERVICES

Services	Andhra Pradesh	Telangana	Gujarat	Madhya Pradesh	Mizoram	Jharkhand	Odisha	Suggestive timeline
Affidavit of Caste	1-7 days	3-15 days	7-15 days	1-15 days	3-7 days	7-15 days	15-30 days	7 Days
Affidavit of income	1-7 days	3-15 days	7-15 days	1-15 days	3-7 days	7-15 days	15-30 days	10 Days
Affidavit of Widow	1-7 days	3-15 days	7-15 days	1-15 days	3-7 days	7-15 days	15-30 days	10 Days
Name Change Affidavit	7-15 days	7-15 days	15-30 days	15-30 days	7-15 days	7-15 days	15-30 days	15 days
Assistance Apply for NOC	15 to 30 days	15 to 30 days	15 to 30 days	30 days	15 to 30 days	15 to 30 days	15 to 30 days	20 days
NOC for setting up small industry	15 to 30 days	15 to 30 days	15 to 30 days	30 days	15 to 30 days	15 to 30 days	15 to 30 days	20 days
Apply for NOC	15 to 30 days	15 to 30 days	15 to 30 days	30 days	15 to 30 days	15 to 30 days	15 to 30 days	20 days
ASD (Assistance Destitute)	15-30 days	30-45 days	15-30 days	30-60 days	15-30 days	30-60 days	30-45 days	30 days
Abstract Copy of Ordinary	3-15 days	7-15 days	7-15 days	15-30 days	3-7 days	7-15 days	15-30 days	15 Days

Services	Andhra Pradesh	Telangana	Gujarat	Madhya Pradesh	Mizoram	Jharkhand	Odisha	Suggestive timeline
Income certificate (Gram Panchayat)	7-15 days	15-30 days	7-15 days	15-30 days	7-15 days	15-30 days	15-30 days	15 days
Linguistic Minority Certificate	7-15 days	15-30 days	15-30 days	15-30 days	7-15 days	30-60 days	30-45 days	20 Days
Religious Minority Certificate	7-15 days	15-30 days	15-30 days	15-30 days	7-15 days	30-60 days	30-45 days	20 Days
Unreserved Caste Certificate	7-15 days	15-30 days	15-30 days	15-30 days	7-15 days	30-60 days	30-45 days	20 Days
Police Verification Certificate	15-30 days	15-30 days	15-30 days	15-30 days	7-15 days	30-60 days	30-45 days	20 Days
Temporary Residence Certificate	7-15 days	15-30 days	15-30 days	15-30 days	7-15 days	30-60 days	30-45 days	20 Days
Widow Certificate	7-15 days	15-30 days	15-30 days	15-30 days	7-15 days	30-60 days	30-45 days	20 Days
Senior Citizen Certificate	7-15 days	15-30 days	15-30 days	15-30 days	7-15 days	30-60 days	30-45 days	20 Days
Nomad - Demarcated	7-15 days	15-30 days	15-30 days	15-30 days	7-15 days	30-60 days	30-45 days	20 Days

Old Age Pension Scheme

State	Timeline for Application Processing	Documents Required	Suggestions
Andhra Pradesh	30-60 days	1. Application form	Considering the importance of service and helping the old people, the timeline for the service may be considered 30 days. Documents required are similar in all the states can be retain as it is mentioned No state is collecting any fee for this service need to be maintained.
Telangana	30 days	2. Age proof (Aadhaar, birth certificate)	
Gujarat	30 days	3. Income certificate	
Madhya Pradesh	30-45 days	4. Passport-sized photo	
Mizoram	30 days	5. Bank account details	
Jharkhand	30-45 days		
Odisha	30-60 days		

Supply of Drinking Water by Gram Panchayats

State	Timeline for Water Supply Connection	Quantity of Water Supply (per household/day)	Water Supply Charges (per month)	Suggestions
Andhra Pradesh	30 days	70 - 100 liters per capita per day (LPCD)	₹100 - ₹200	<p>The timeline for new connection ranges from 4 weeks to 8 weeks, the ideal timeline can be fixed at 4 weeks.</p> <p>Quantity of water supply may fixed national norm of water supply ie. 55LPCD as minimum and states having better water source can fix beyond.</p> <p>The cost varies depending upon the type of connection and quantum of water supply can be continued.</p>
Telangana	30-45 days	100 LPCD	₹150 - ₹250	
Gujarat	20-30 days	70 - 90 LPCD	₹50 - ₹200	
Madhya Pradesh	30-45 days	55 - 75 LPCD	₹100 - ₹250	
Mizoram	30-60 days	50 - 80 LPCD	₹150 - ₹300	
Jharkhand	45-60 days	50 - 75 LPCD	₹100 - ₹250	
Odisha	30 days	70 - 90 LPCD	₹100 - ₹200	

Citizen Charter for Waste Collection Services by Gram Panchayats

State	Waste Collection Services	Timeline	Charges	Suggestions
Andhra Pradesh	Door-to-door waste collection, Segregation at source Community waste management	Daily or Weekly (depending on the area)	₹50 - ₹150 per month	It is essential to consider, to collect household waste and community wastes in every alternative days in rural areas and daily collection in the gram panchayats located near urban areas. It is difficult to fix the cost uniformly because of the maintenance cost involved in collection and segregation.
Telangana		Daily or Weekly (area-dependent)	₹50 - ₹200 per month	
Gujarat		Daily (urban areas), Weekly (rural)	₹30 - ₹100 per month	
Madhya Pradesh		Weekly (rural), Daily (urban areas)	₹50 - ₹150 per month	
Mizoram		Weekly	₹30 - ₹100 per month (depending on area)	
Jharkhand		Weekly (rural), Daily (urban areas)	₹50 - ₹150 per month	
Odisha		Weekly (rural), Daily (urban areas)	₹30 - ₹100 per month (depends on service)	

Benchmarking Sanitation Services by Gram Panchayats

State	Sanitation Program/Initiatives	Toilets Construction Target	Waste Collection Frequency	Key Benchmarks	Suggestions
Andhra Pradesh	Swachh Andhra Mission	100% ODF villages by 2024	Weekly in rural	90% ODF (Open Defecation Free) coverage achieved	It is essential to consider, to collect household waste and community wastes in every alternative days in rural areas and daily collection in the gram panchayats located near urban areas.
Telangana	Mission Bhagiratha	100% household sanitation by 2025	Weekly in rural	95% household latrine coverage	
Gujarat	Gujarat Swachhta Abhiyan	100% ODF status by 2025	Weekly in rural	92% ODF coverage	
Madhya Pradesh	Swachh Bharat Rural MP	100% ODF rural by 2023	Weekly in rural	88% coverage for individual household toilets	
Mizoram	Swachh Bharat Mizoram (Rural)	85% ODF rural by 2025	Weekly	78% ODF villages	
Jharkha	Swachh	100% ODF rural	Weekly in	85% ODF	

STAGE II

Gram Panchayat Level Bench
Marking

Mandatory Services

Service Area	Benchmark	Measurable Indicators
E-Governance <ol style="list-style-type: none">1. Birth Certificate2. Death Certificate3. Marriage Certificate Residence Certificate4. Trade License5. Construction permit6. NOC for setting up small industry7. Issue of Advertisement License8. Abstract Copy of Ordinary Resident Register (ORR)9. Affidavit of Caste10. Affidavit of income11. Affidavit of Widow Assistance12. Apply for NOC13. ASD (Assistance Destitute)14. Old Age Pension Scheme15. e -challan (stamp duty)16. Get a Copy of FIR17. Income certificate (Gram Panchayat)18. Installation of Mobile Tower19. Linguistic Minority Certificate20. Name Change Affidavit21. Nomad -Denotified Caste22. Police Verification Certificate23. Registration of Non - motorized Vehicle24. Religious Minority Certificate25. Senior Citizen Certificate26. Registration27. Temporary Residence Certificate28. Tenant Registration29. Trade Registration	100% digital distribution of certificates and approvals	No. Of services provided through digital mode out of total services Percentage of services delivered on-time

Civic Functions

Service Area	Benchmark	Measurable Indicators
Water Supply	Access to safe drinking water within 500 meters of households	<ul style="list-style-type: none">- Percentage of households with piped water supply- Functionality of water supply schemes
Sanitation	Open defecation-free villages with functional sanitation	<ul style="list-style-type: none">- Percentage of households with toilets- Frequency of sanitation inspections
Healthcare	Access to primary health centers (PHCs) within 5 km	<ul style="list-style-type: none">- Doctor-to-patient ratio- Availability of essential medicines- Immunization coverage
Education	Universal access to primary and secondary education	<ul style="list-style-type: none">- Enrolment rates in schools- Dropout rates- Teacher-student ratio
Waste Management	Solid waste collection and disposal systems in place	<ul style="list-style-type: none">- Percentage of households with waste disposal services- Frequency of waste collection
Social Welfare Programs	Inclusion of vulnerable groups in welfare schemes	<ul style="list-style-type: none">- Percentage of eligible households enrolled in social schemes (e.g., pensions)

Provision of Basic infrastructure

Service Area	Benchmark	Measurable Indicators
Agriculture & Irrigation	Access to irrigation for at least 70% of farmland	<ul style="list-style-type: none">- Percentage of farmers benefiting from irrigation- Availability of extension services
Rural Employment (MGNREGA)	100 days of wage employment for registered households	<ul style="list-style-type: none">- Number of workdays provided per household- Timely payment of wages
Roads & Connectivity	All-weather roads connecting all villages	<ul style="list-style-type: none">- Percentage of villages connected by roads- Road maintenance frequency
Electrification	24/7 electricity supply in rural households	<ul style="list-style-type: none">- Percentage of households with electricity- Hours of electricity availability
Public Distribution System (PDS)	Access to subsidized food grains for all eligible families	<ul style="list-style-type: none">- Number of households receiving PDS benefits- Frequency of PDS stock replenishment
Housing	100% coverage of Houses to houseless	Percentage of families covered under PMAY-G

Sanitation Benchmark Area	Benchmark	Measurable Indicators
Open Defecation Free (ODF) Status	100% ODF status (No open defecation in the village)	<ul style="list-style-type: none"> - Percentage of households with access to toilets - Number of villages declared ODF
Household Sanitation Coverage	100% coverage of household toilets	<ul style="list-style-type: none"> - Percentage of households with functional toilets
Community and Public Toilets	Accessible and clean public/community toilets	<ul style="list-style-type: none"> - Number of public toilets available - Frequency of cleaning and maintenance of public toilets
Solid Waste Management	Regular solid waste collection and disposal services	<ul style="list-style-type: none"> - Percentage of households covered by waste collection - Frequency of waste collection services
Liquid Waste Management	Proper drainage systems for liquid waste disposal	<ul style="list-style-type: none"> - Length of functional drainage systems - Percentage of households connected to drainage networks
Waste Segregation	Segregation of waste at source (biodegradable/non-biodegradable)	<ul style="list-style-type: none"> - Percentage of households practicing waste segregation - Number of waste segregation centers
Waste Recycling and Composting	Promoting composting and recycling practices	<ul style="list-style-type: none"> - Number of households practicing composting - Number of composting units installed
Hygiene Awareness Programs	Regular hygiene and sanitation awareness programs	<ul style="list-style-type: none"> - Number of awareness programs conducted - Participation rate in hygiene campaigns
School Sanitation	100% availability of functional toilets in schools	<ul style="list-style-type: none"> - Percentage of schools with separate toilets for boys and girls - Frequency of cleaning school toilets
Menstrual Hygiene Management	Facilities and awareness for menstrual hygiene	<ul style="list-style-type: none"> - Availability of menstrual hygiene products in schools

Rural Healthcare services

Healthcare Service Area	Benchmark	Measurable Indicators
Access to Primary Health Centers (PHCs)	Access to PHC or sub-centers within 5 km of all households	<ul style="list-style-type: none"> - Percentage of households within 5 km of a PHC - Number of functional PHCs in the area
Availability of Healthcare Workers	Adequate number of doctors, nurses, and ASHA workers	<ul style="list-style-type: none"> - Doctor-to-patient ratio - Number of ASHA (Accredited Social Health Activist) workers per village
Maternal and Child Healthcare	Universal access to maternal and child healthcare services	<ul style="list-style-type: none"> - Percentage of institutional births - Percentage of pregnant women receiving antenatal care
Immunization Coverage	100% immunization coverage for children under 5	<ul style="list-style-type: none"> - Percentage of children under 5 fully immunized - Frequency of immunization camps held
Essential Medicines Availability	Availability of essential medicines at PHCs and sub-centers	<ul style="list-style-type: none"> - Percentage of PHCs with no stock-out of essential medicines - Availability of free medicines for all
Referral and Emergency Services	Timely access to referral and emergency services	<ul style="list-style-type: none"> - Average response time for ambulance services - Number of referrals made to higher-level facilities
Health Awareness Programs	Regular health awareness and education campaigns	<ul style="list-style-type: none"> - Number of health camps conducted annually - Participation in health awareness programs
Nutrition Programs	Access to nutrition programs for pregnant women and children	<ul style="list-style-type: none"> - Number of beneficiaries under ICDS (Integrated Child Development Services) - Coverage of midday meal and supplementary nutrition programs
Non-Communicable Disease Screening	Regular screening for non-communicable diseases (NCDs)	<ul style="list-style-type: none"> - Percentage of adults screened for NCDs (diabetes, hypertension, etc.) - Number of follow-up treatments for NCDs
Water and Sanitation	Reduction in waterborne	Incidence rate of waterborne diseases (e.g., diarrhea)

Rural Education

Education Service Area	Benchmark	Measurable Indicators
Access to Primary and Secondary Schools	100% access to primary and secondary education within 1-3 km	<ul style="list-style-type: none"> - Percentage of villages with functional schools - Average distance to nearest school
Enrollment Rates	100% enrollment of children aged 6-14	<ul style="list-style-type: none"> - Enrolment rate for boys and girls in primary and secondary schools
Student Attendance	Regular attendance of 85% or higher	<ul style="list-style-type: none"> - Average daily attendance rate for students - Number of dropouts per year
Teacher-Student Ratio	Maintain a teacher-student ratio of 1:30 for primary schools	<ul style="list-style-type: none"> - Teacher-student ratio in primary and secondary schools - Number of qualified teachers
School Infrastructure	Adequate school infrastructure (classrooms, toilets, drinking water)	<ul style="list-style-type: none"> - Number of schools with adequate classrooms - Availability of separate toilets for boys and girls
Midday Meal Program	100% coverage of the Midday Meal Program	<ul style="list-style-type: none"> - Percentage of students receiving midday meals - Nutritional quality of the meals
Digital Learning and Resources	Access to digital learning tools and computer education	<ul style="list-style-type: none"> - Number of schools with digital classrooms/computers - Percentage of students with access to digital learning tools
Retention Rates	95% retention rate for students till secondary level	<ul style="list-style-type: none"> - Retention rate at primary and secondary levels - Number of students transitioning to higher education
Literacy Rate	Achieve 100% literacy rate among rural youth	<ul style="list-style-type: none"> - Literacy rate of children and youth (aged 10-18)
Inclusion of Marginalized Groups	Equal access to education for marginalized and disabled	<ul style="list-style-type: none"> - Enrollment and retention rates of marginalized children (girls, SC/ST, disabled)

Rural Infrastructure

Infrastructure Service Area	Benchmark	Measurable Indicators
Rural Roads and Connectivity	All villages connected by all-weather roads	<ul style="list-style-type: none"> - Percentage of villages connected by all-weather roads - Average road condition index
Public Transportation	Access to public transportation within a 1 km radius	<ul style="list-style-type: none"> - Percentage of households with access to public transportation - Frequency of public transport services
Rural Electrification	100% rural electrification with 24/7 power supply	<ul style="list-style-type: none"> - Percentage of households with electricity - Average daily hours of electricity availability
Street Lighting	Adequate street lighting coverage in all public areas	<ul style="list-style-type: none"> - Percentage of streets and public areas with functional streetlights - Frequency of streetlight maintenance
Water Supply Infrastructure	Piped water supply for 100% of households	<ul style="list-style-type: none"> - Percentage of households with piped water supply - Average hours of water supply per day
Drainage and Sewerage Systems	Functional drainage and sewerage systems in all villages	<ul style="list-style-type: none"> - Percentage of households connected to drainage systems - Incidence of waterlogging and sewage overflows
Irrigation Infrastructure	Irrigation facilities covering at least 70% of arable land	<ul style="list-style-type: none"> - Percentage of arable land with access to irrigation - Number of functional irrigation projects
Housing and Shelter	Access to affordable housing for all eligible households	<ul style="list-style-type: none"> - Number of households provided with housing under government schemes - Percentage of households with pucca (permanent) housing
Community Buildings and Spaces	Availability of community halls, panchayat offices, and public spaces	<ul style="list-style-type: none"> - Number of functional community buildings and public spaces - Frequency of maintenance and usage of community

Social welfare services through Gram Panchayats

Social Welfare Service Area	Benchmark	Measurable Indicators
Access to Social Security Schemes	100% awareness and access to social security schemes	<ul style="list-style-type: none"> - Percentage of eligible households enrolled in social security programs - Number of awareness campaigns conducted
Pension Schemes	Timely disbursement of pensions to all eligible beneficiaries	<ul style="list-style-type: none"> - Percentage of pensioners receiving their pensions on time - Number of complaints regarding delayed payments
Women Empowerment Programs	Implementation of programs promoting women's empowerment	<ul style="list-style-type: none"> - Number of women participating in skill development programs - Percentage increase in women's income-generating activities
Child Welfare Services	Access to child welfare services and programs	<ul style="list-style-type: none"> - Number of children enrolled in anganwadi and ICDS programs - Percentage of malnourished children receiving intervention
Support for the Elderly	Comprehensive support services for elderly individuals	<ul style="list-style-type: none"> - Number of elderly individuals receiving assistance - Availability of old age homes and community support services
Disability Support Services	Accessibility and support for persons with disabilities	<ul style="list-style-type: none"> - Percentage of persons with disabilities receiving benefits - Number of awareness programs conducted on disability rights
Housing Assistance	Provision of housing assistance for low-income families	<ul style="list-style-type: none"> - Number of houses constructed under government schemes - Percentage of families living in adequate housing
Health and Nutrition	Regular health check-ups and	<ul style="list-style-type: none"> - Percentage of households receiving health and

Service Delivery Scoring and Ranking of GP

Sl. No	Name of the service	No. Of Indicators	Weightage score	Obtained Score	Actual Score (Weightage Score /Indicators X Obtained Score)	Sector wise Achievement % (100/Indicators/obtained score)	Sectorwise Gap	Performance level /Rank of the GP			
1	Sanitation	23	20%	10	8.7	43.5	Average	Good			
2	Health Care	24	20%	15	12.5	62.5	Good				
3	Education	21	10%	18	8.6	85.7	Better				
4	Infrastructure	27	30%	21	23	70.8	Better				
5	Social Welfare	24	10%	17	7	70.8	Better				
6	[S	Below 30%		31 – 50%		51 – 70%		71 - 90		91 - 100	
		Below Average		Average		Good		Better		Excellent	

Performance level of the GP

Below 30%	31 - 50%	50 - 70%	71 - 90	91 - 100
Below Average	Average	Good	Better	Excellent