





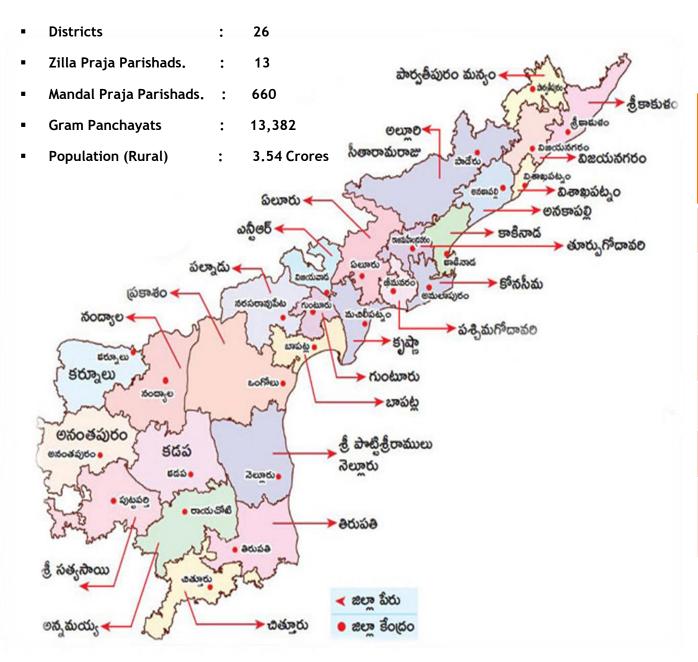
PANCHAYAT SAMMELAN ON EASE OF LIVING

Dt:- 22.10.2024

Venue:- NIRD&PR, HYDERABAD

ENHANCING SERVICE DELIVERY AT GRASSROOTS

Profile of Panchayat Raj Institutions



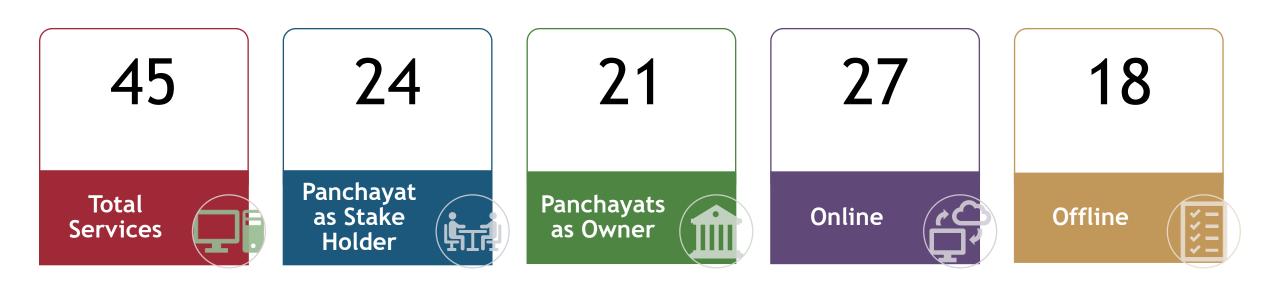
Status of 1st Ordinary Elections to Panchayat Raj Institutions (2021)

Particulars	Total	Elections Held	Not held (due)	Tenure Commenced date
Gram Panchayats	13,382	13,097	285	03.04.2021
Ward Members	1,34,057	1,30,962	3,095	03.04.2021
MPTCs	10,047	9,703	344	24.09.2021
MPPs	660	646	14	24.09.2021
ZPTCs	660	652	8	25.09.2021
Chairpersons, ZPP	13	13	0	25.09.2021

Meri Panchayat – Mera Adhikar Citizen Charter Status

S.No	Activity	Details
1	Zilla Panchayats with Nodal Officers	13 / 13
2	Block Panchayats with Nodal Officer	660 / 660
3	Gram Panchayats with Assigned Facilitators	13326 / 13248
4	Gram Panchayats with Citizen Charter Prepared	13326 / 10652
5	Gram Panchayats with Citizen Charter Approved	13326 / 10386

Services Delivered at Gram Panchayats



Services Offered by Panchayat as Owner

SI.No	Name of the Service
1	2
1	Death Certificate
2	Birth Certificate
3	Marriage Certificate
4	Trade License
5	Construction permit
6	NOC for setting up small industry in village
7	Sanitisation of Public Places viz. Roads, drains, marketplaces, etc.
8	Assessment of Property Tax
9	Transfer of ownership of Property/ Mutation
10	Welfare Pensions for Old age. Widow. Disabled

Sl.No	Name of the Service							
1	2							
11	Request for installation of High mast							
12	Maintenance of Street Light (Minor Repairs)							
13	Request to install streetlight at new location							
14	Maintenance/improvement in burial grounds							
15	Maintenance of Village roads							
16	Issues related to internet Service in Panchayat							
17	Maintenance of drinking water (Minor Repairs)							
18	Individual Household waste collection & transportation							
19	Provision for Drinking water for livestock							
20	Sanction of water supply connection							
21	Application for sanction of IHHL							

Online Services

Death Certificate Birth Certificate Marriage Certificate Residence Certificate

Trade License

Construction permit

NOC for setting up small industry in village Issue of
Advertisement
License

Issue of MGNREGA
Job card

Request for work under MGNREGA

Issues related to internet Service in Panchayat

Request for installation of High mast

Issues related to feeding programmes of AWC

Request to install streetlight at new location

Transfer of ownership of Property/
Mutation

Assessment of Property
Tax

Application for Pension for disabled

Application for Pension for old age

Application for Pension for Widow

Issues related to immunization of children and mothers by Asha & Anganwadi centres

Issues related to provision of Midday meal for students in Government schools

Preparation of new Ration Card

Addition/ deletion of name in Ration Card Application for sanction of IHHL

Request to include under the beneficiary list for allocation of food grains under Targeted Public Distribution system Request for enrolling in Skill training programmes

Issues related to admission in Government Primary School

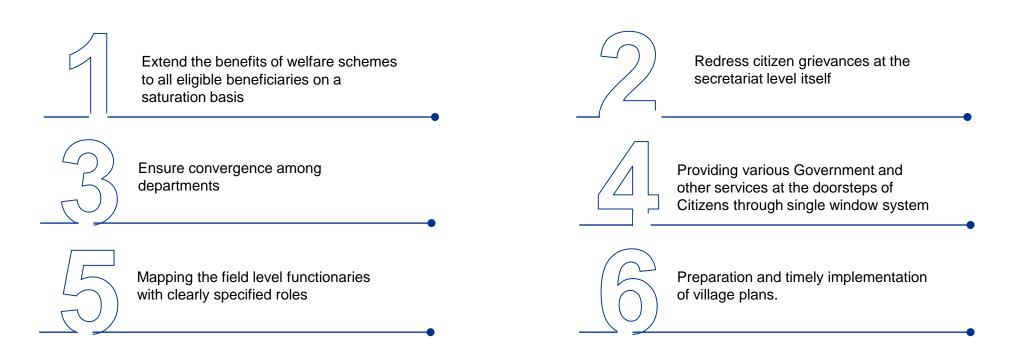
PROGRESS WITH RESPECT TO MYSURU DECLARATION

Objectives for Creating the Village Secretariat System

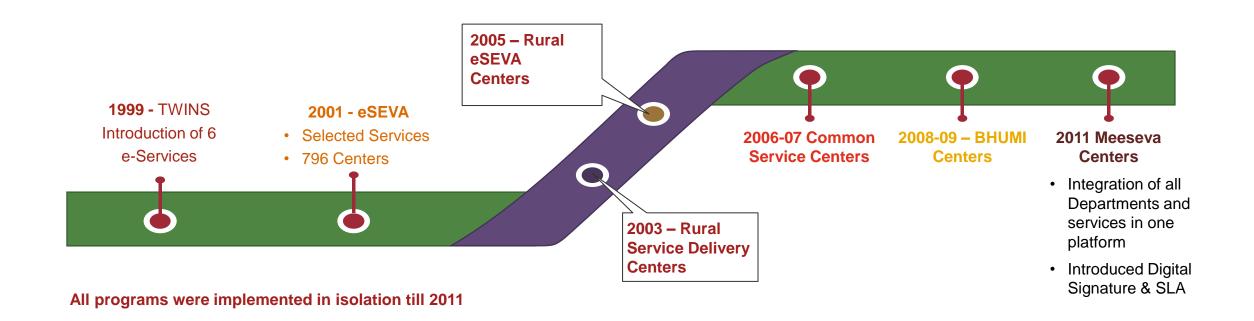
Government has embarked on the journey of meeting objective of Gram swaraj or Village Self-rule, envisaged by Father of the Nation – Mahatma Gandhi. Striving towards meeting the objective he envisioned - "Every Village Should be its Own Republic".

Strengthened the 3rd tier of administration for providing end-to-end service delivery to citizens

The Government of Andhra Pradesh aims to



Evolution of e-Administration in Andhra Pradesh | AP as a LEADER in IT Initiatives





2022 - AP SEVA PORTAL

- ✓ Introduction of Sub-SLA
- ✓ Tracking of Applications
- Automation of application at all levels
- ✓ Introduction of Digital Signature at all levels

Modes of Service Delivery in the State



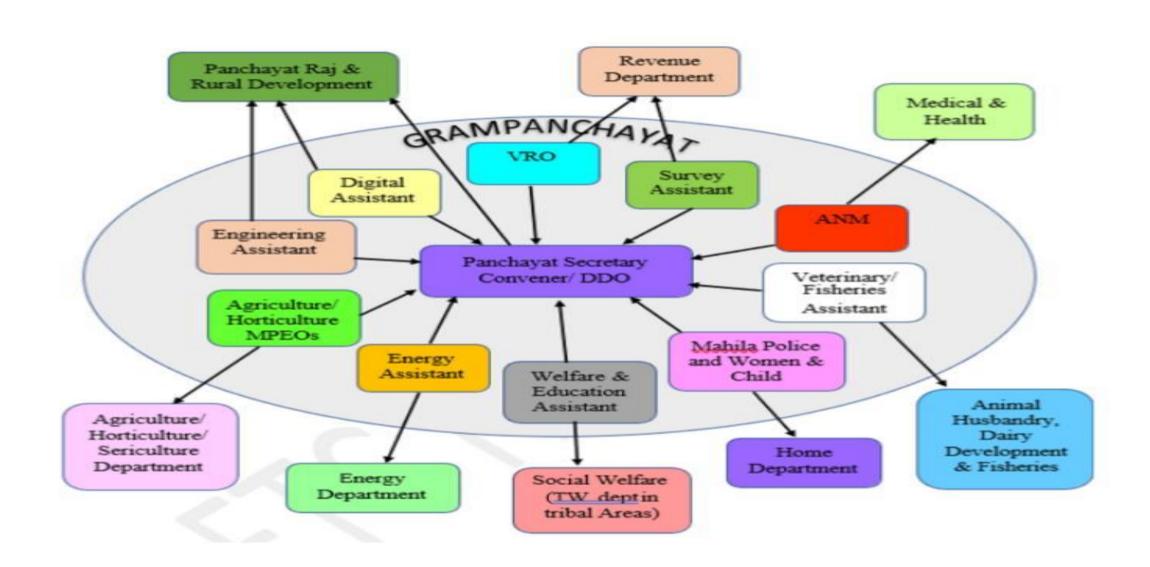
- It is being operated in Meeseva centres which were being run on PPP model.
- The service request from citizen is uploaded in the portal and the service request is forwarded to the concerned officer



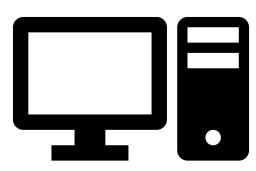
GoAP established a Village Secretariat for every 2000 population in rural areas and a Ward Secretariat for every 4000 population in urban areas to provide effective and efficient service delivery for all Government Services at the doorsteps of the citizens



- 150 Government services are openly available online
- Citizens can create a profile and start raising service request on their own



- Delivery of Citizen services started with 10 additional functionaries assisting the Panchayat Secretary.
- Infrastructure Available at Panchayat
 - Two Computers
 - UPS
 - Printer
 - Finger Print Sensors
 - Aadhar Kits
 - Secured Based Certificates



Introduction | Functionaries positioned at Village/ Ward Secretariats

S.No	Village Secretariats [11]	Line Department		
1	Panchayat Secretary (Grade V)			
2	Panchayat Secretary (Grade VI) (Digital Assistant)	PR&RD		
3	Engineering Assistant			
4	Welfare & Education Assistant	Social Welfare		
5	Survey Assistant	Revenue		
6	Agriculture / Horticulture / Sericulture	Agriculture & Allied		
7	Veterinary/Fisheries Assistant	Animal Husbandry, Dairy Development and Fisheries		
8	Grama Mahila Police	Home		
9	Energy Assistant	Energy		
10	ANM	Health		
11	Village Revenue Officer	Revenue		

Business Process Reengineering

- AP Seva portal is a unified solution for all services provided by GoAP to the citizens.
- AP Seva was launched in January 2022 and provides 465 services with 7.86 crores of transactions till date.
- These services are implemented with the "Sub-SLA" concept for every functionary involved in application processing.
- AP Seva portal uses advanced cloud technology and is based on Microsoft Azure.
- AP Seva portal is built on microservices architecture and uses the latest technologies such as Angular, App service plans, and API management gateways.

Advantages of AP Seva Portal

- Status of the Application can be tracked
- Introduction of Sub- SLA for each functionary
- Real-time SMS & WhatsApp notification to citizen at every step in the process

- Less system space with quicker operating speed
- Specific reason to be selected (drop-down) for rejecting application
- Track & measure performance of all Departments & Functionaries involved

Service Delivery & Uniqueness

- Service Level Agreement (SLA) The period agreed by the Department to deliver the service to the citizen
 - o For all the services SLA has been assigned and monitored accordingly by Chief Secretary & District Collectors
- Sub-SLA The period in which the respective Officer must clear the application at their end.
 - Sub-SLA has been defined for top 90% of the services and monitored accordingly.
- The citizen can also check the status of their application at SLA/Sub-SLA level from anywhere

Transaction Details

Transaction ID - FMC220329017770								
District Name	rict Name Mandal Name Secretariat Name		Service Name	Citizen Name	SLA	Status		
GUNTUR	GUNTUR	CHRISTIANPETA-01	Family Member Certificate	NUKALA LAKSHMI NARAYANA	15 Days	Rejected (No consenses among the family members)		

Ward Education & Data Processing Secretary (0 Sub-SLA Days)

Received Date: 29-03-2022 Action Taken Date: 29-03-2022

Pending Days: 0 User: 21021013-WEDS Closed Within Sub-SLA VRO (7 Sub-SLA Days)

Received Date: 29-03-2022 Action Taken Date: 20-04-2022

Pending Days: 13 User: 21021013-WRS Closed Beyond Sub-SLA RI (5 Sub-SLA Days)

Received Date: 20-04-2022 Action Taken Date: 21-04-2022

Pending Days: 0 User: 7159-RI Closed Within Sub-SLA TEH (3 Sub-SLA Days)

Received Date: 21-04-2022 Action Taken Date: 23-04-2022

Pending Days: 1 User: 7159-TEH Closed Within Sub-SLA

Services in AP Seva Under Various Departments

S.No	Department	No. of Services
1	Agriculture & Marketing	4
2	APOSS Amaravathi	2
3	Bill Payment Services	4
4	Civil Supplies	8
5	Fisheries department	11
6	GSWS Department	5
7	Health,Medical & Family Welfare	7
8	Human Resources	1
9	Labour Department	2
10	MAUD	61
11	Panchayati Raj & Rural Development	10
12	Police	10
13	PR & MAUD	1
14	Revenue	42
15	Transport department	62
16	Industries	1

S.No	Department	No. of Services
17	CPDCL	56
18	Department Of Factories	5
19	District Admin	2
20	District Collectorate	1
21	EDS	1
22	Endowment	8
23	EPDCL	56
24	Health Medical & Family Welfare	1
25	Labour Department	4
26	Language And Culture	1
27	Legal Metrology	7
28	Mines And Geology Department	1
29	Police Department	4
30	Registration Department	8
31	Revenue Department	21
32	Rural Development	3
33	SPDCL	55
	Total	465

Top 10 AP Seva Services

Top 10 services from 26/01/2020 to till date

S.No.	Department	Service Name	Transaction count
1	Revenue	Integrated Certificate	2,00,00,170
2	Revenue	Income Certificate	1,70,38,550
3	Energy	Electricity Bill Payment	1,31,89,402
4	Revenue	ROR1B Certificate	92,40,425
5	Revenue	Computerized Adangal Certificate	60,75,846
6	Civil Supplies	Member Addition Rice Card	46,13,712
7	Panchayat Raj and Rural Development	Pension - New Application	24,80,253
8	Revenue	Payment of Water Tax	14,16,166
9	Civil Supplies	New Rice card	13,30,375
10	Consumer affairs, Food and Civil supplies	Splitting of Rice Card	12,22,598
	Total requests	7,66,07,497	
	Total requests from all th	11,53,34,950	
	Percentage of top 10 service req	71.44%	





Citizen Charter



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Display of Boards of Various Government Schemes in Village Secretariat



Acts & Amendments

THE ANDHRA PRADESH PUBLIC SERVICES DELIVERY GUARANTEE ACT, 2023

CHAPTER – RIGHT TO OBTAIN DELIVERY OF SERVICES

- Right to obtain Delivery of Services within the stipulated time.
- Right to obtain delivery of services.
- Notification of Services by the State Government.
- Designation of officers for providing public services.

CHAPTER – DELIVERY OF PUBLIC SERVICES

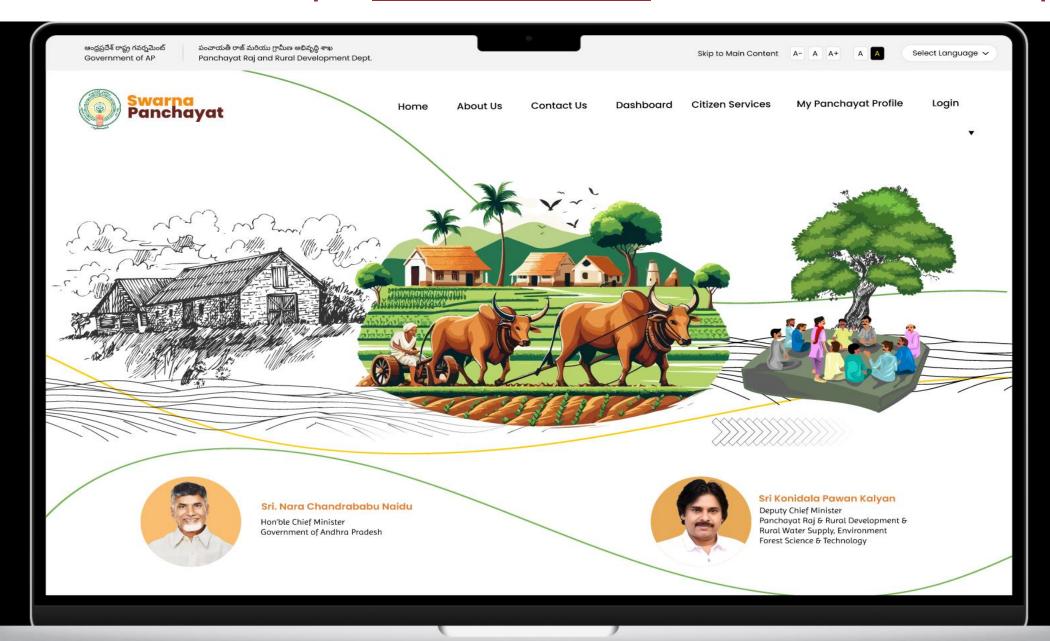
- Application for providing public service.
- Disposal of application.
- Failure to deliver service in time.
- Appeal by the aggrieved person.
- Revision.
- Powers of designated officer and appellate authority.
- Committees to monitor the compliance of provisions of the Act.

CHAPTER – MISCELLANEOUS

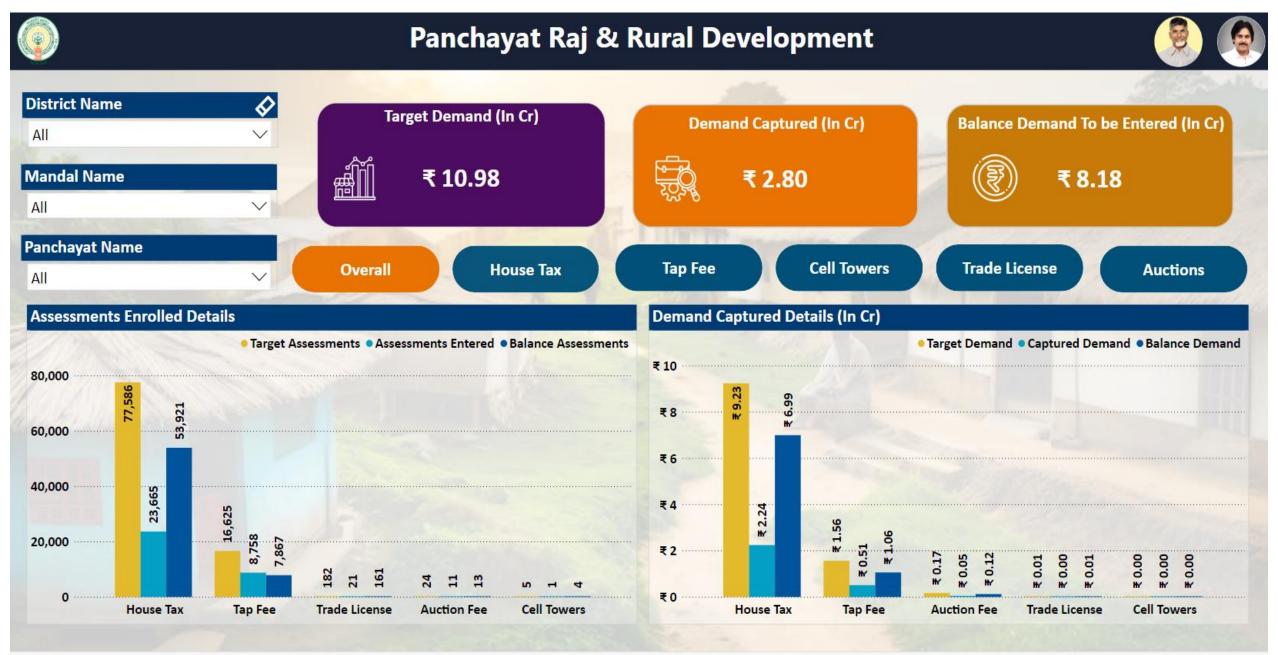
- Bar of jurisdiction of courts.
- Protection of action taken in good faith
- Developing culture to deliver public services within the stipulated time limit.
- Act to override other Laws.
- Power of Government to issue directions.
- Power to remove difficulties.
- Power to make rules

Way Forward: State's Plan towards deepening Service Delivery

Citizen Services - PR Dept - <u>SWARNAPANCHAYATS</u> - New Portal Under Development



Citizen Services - PR Dept - New Portal Under Development



Best practices

Kollipora Gram Panchayat in Guntur district and Karlapalem Gram Panchayat of Bapatla District Performed extremely well in Citizen Service Delivery after inception of Village secretariat System

About Own and other Source of Income of PRIs

S. No	Gram Panchayats	Mandal Praja Parishads	Zilla Praja Parishads			
1.	 Own Source Revenue: Taxes Non-Taxes - Auctions, Rents, Fees & Penalties etc., Contributions/ Donations Share from MPP/ ZPP 	 Own Source Revenue: Non-Taxes - Auctions, Rents, Fees etc., Contributions Donations Share from GP/ ZPP 	 Own Source Revenue: Non-Taxes - Auctions, Rents, Fees etc., Contributions Donations Share from GP/ MPP 			
2.	Assigned Revenue	Assigned Revenue	Assigned Revenue			
3.	State Government Grants	State Government Grants	State Government Grants			
4.	CFC & SFC Grants	CFC & SFC Grants	CFC & SFC Grants			
5.	Deposits & Advances	Deposits & Advances	Deposits & Advances			

C No	Component	2022-	23 (Rs. In Crore	2023-24 (Rs. In Crore)				
S. No	Component	GPs	MPPs	ZPPs	GPs	MPPs	ZPPs	
1.	Taxes	521.14	NA	NA	556.64	NA	NA	
2.	Non-Taxes	251.19			212.43			
3.	Assigned Revenue	453.62	161.44	331.44	586.90	177.58	341.11	
4.	State Govt. Grants	128.12			186.80			
5.	Finance Commission Grants	1385.03	297.97	302.90	1392.69	300.13	304.68	
	Grand Total	2739.10	459.41	634.34	2875.46	477.71	645.79	

<u>Citizen Charter "Meri Panchayat, Meara Adhikaar – Jan Sevaayein Hamaare Dwaar" Campaign.</u>

- The Panchayats across the State have conducted Structured Gram Sabha meetings to finalize their Citizen Charter.
- Appoint Nodal Officers at State, District Panchayat and Block Panchayat Level
 - 100 % Completed in respect of District Panchayat and Block Panchayat
 - 99 % Completed in respect of Gram Panchayats
- Advisory issues to Panchayats on preparing Citizen Charter Completed
- Citizen Charter Prepared 80 % Completed (Remaining will be completed soon)
- Citizen Charter Approved 77 % Completed (Remaining will be completed soon)

