

PANCHAYAT SAMMELAN ON EASE OF LIVING

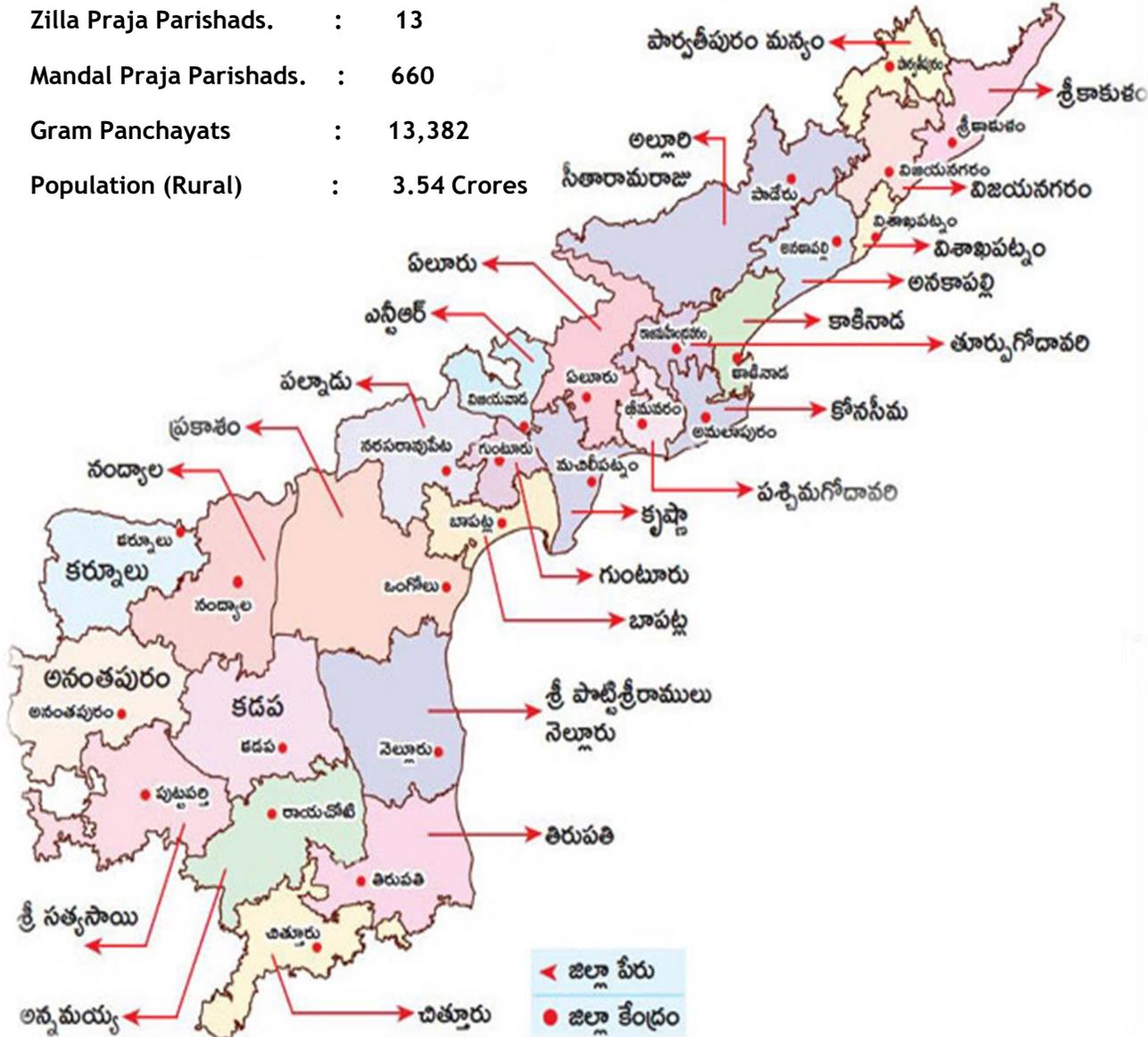
Dt:- 22.10.2024

Venue:- NIRD&PR, HYDERABAD

ENHANCING SERVICE DELIVERY AT GRASSROOTS

Profile of Panchayat Raj Institutions

- Districts : 26
- Zilla Praja Parishads. : 13
- Mandal Praja Parishads. : 660
- Gram Panchayats : 13,382
- Population (Rural) : 3.54 Crores



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

Sl.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

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

Issues related to provision of Mid-day meal for students in Government schools

**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

1

Extend the benefits of welfare schemes to all eligible beneficiaries on a saturation basis

2

Redress citizen grievances at the secretariat level itself

3

Ensure convergence among departments

4

Providing various Government and other services at the doorsteps of Citizens through single window system

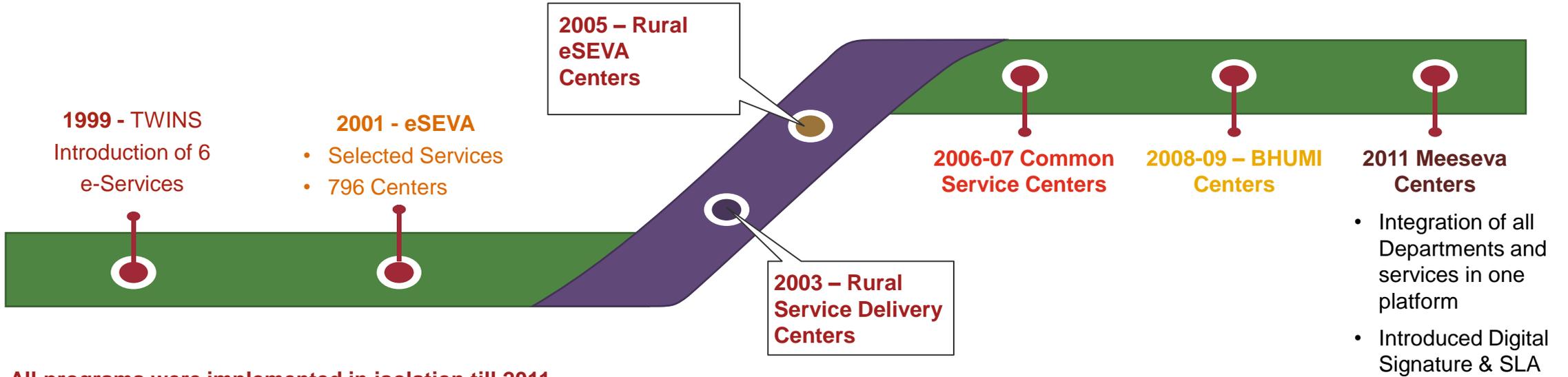
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Mapping the field level functionaries with clearly specified roles

6

Preparation and timely implementation of village plans.

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



All programs were implemented in isolation till 2011



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

1

Kiosk

- 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

2

Village & Ward Secretariats

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

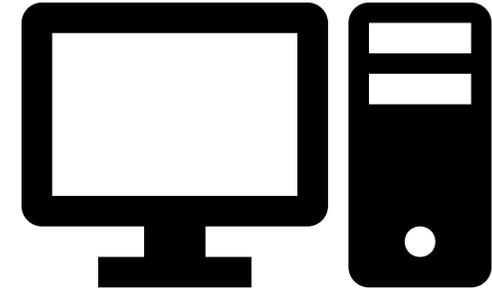
3

Online Model

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

Delivery of Services through Gram Panchayat

- 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)	PR&RD
2	Panchayat Secretary (Grade VI) (Digital Assistant)	
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

- | | |
|--|---|
| <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• 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
 - 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	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)



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 in the top 10 services			7,66,07,497
Total requests from all the services (465) raised in AP Seva			11,53,34,950
Percentage of top 10 service requests of total service requests in AP Seva			71.44%



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 - SWARNAPANCHAYATS - New Portal Under Development

The screenshot displays the header of the Swarna Panchayat portal. The header includes the Government of AP logo and name in Telugu and English, the Panchayat Raj and Rural Development Dept. name in Telugu and English, and navigation links for Home, About Us, Contact Us, Dashboard, Citizen Services, My Panchayat Profile, and Login. A 'Skip to Main Content' link and a 'Select Language' dropdown are also present.

The main content area features a large illustration of a rural scene with a farmer plowing a field using oxen, a village with houses and trees, and a group of people sitting under a tree. Below the illustration are two profile cards:

- Sri. Nara Chandrababu Naidu**
Hon'ble Chief Minister
Government of Andhra Pradesh
- Sri Konidala Pawan Kalyan**
Deputy Chief Minister
Panchayat Raj & Rural Development &
Rural Water Supply, Environment
Forest Science & Technology

Citizen Services - PR Dept - New Portal Under Development



Panchayat Raj & Rural Development



District Name

All

Mandal Name

All

Panchayat Name

All

Target Demand (In Cr)



₹ 10.98

Demand Captured (In Cr)



₹ 2.80

Balance Demand To be Entered (In Cr)



₹ 8.18

Overall

House Tax

Tap Fee

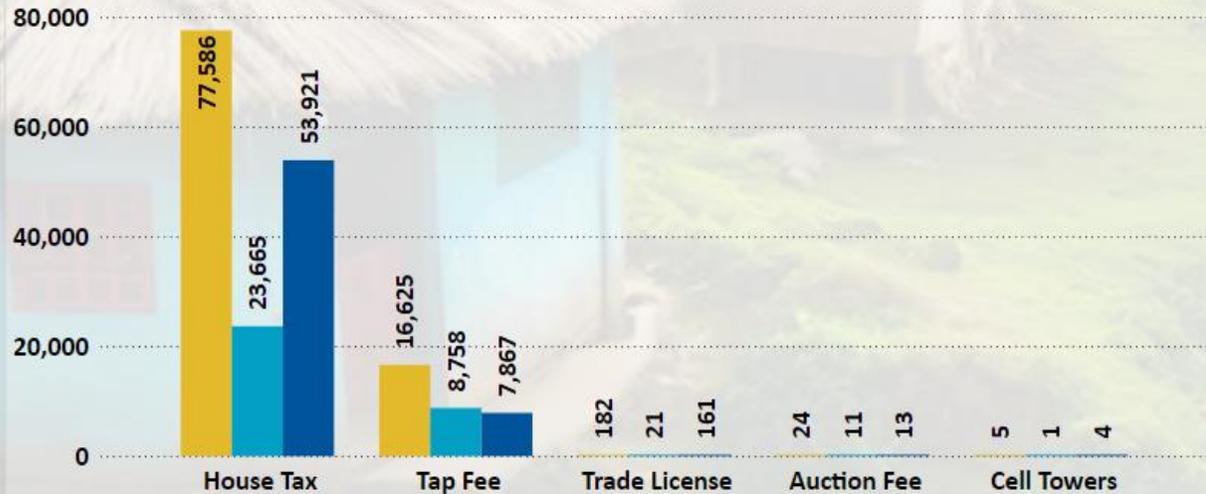
Cell Towers

Trade License

Auctions

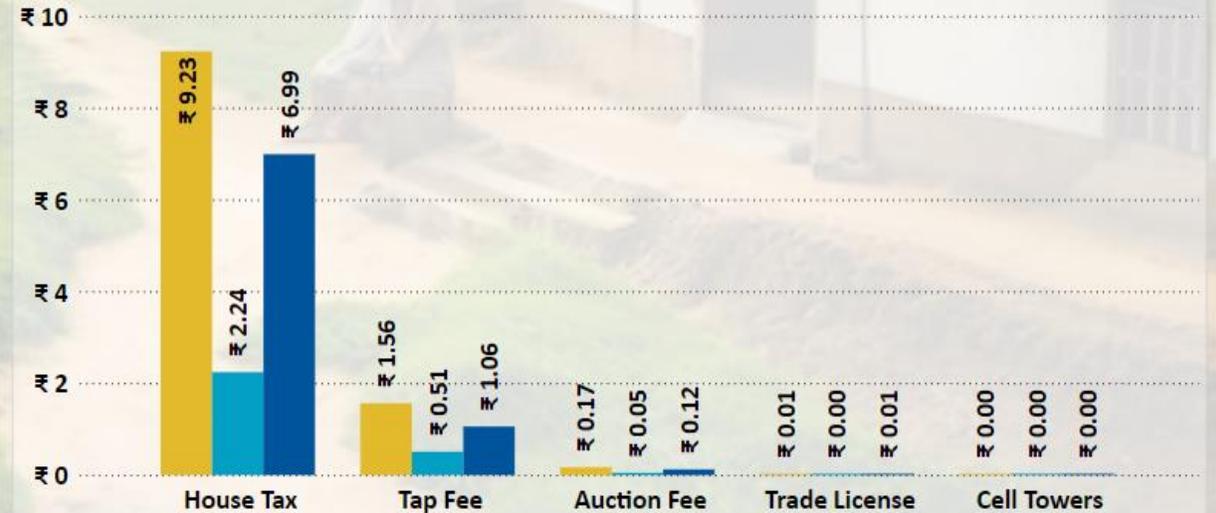
Assessments Enrolled Details

● Target Assessments ● Assessments Entered ● Balance Assessments



Demand Captured Details (In Cr)

● Target Demand ● Captured Demand ● Balance Demand



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: <ul style="list-style-type: none"> Taxes Non-Taxes - Auctions, Rents, Fees & Penalties etc., Contributions/ Donations Share from MPP/ ZPP 	Own Source Revenue: <ul style="list-style-type: none"> Non-Taxes - Auctions, Rents, Fees etc., Contributions Donations Share from GP/ ZPP 	Own Source Revenue: <ul style="list-style-type: none"> 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

S. No	Component	2022-23 (Rs. In Crore)			2023-24 (Rs. In Crore)		
		GPs	MPPs	ZPPs	GPs	MPPs	ZPPs
1.	Taxes	521.14	NA	NA	556.64	NA	NA
2.	Non-Taxes	251.19	161.44	331.44	212.43	177.58	341.11
3.	Assigned Revenue	453.62			586.90		
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

Citizen Charter “Meri Panchayat, Meara Adhikaar – Jan Sevaayein Hamaare Dwaar” Campaign.

- 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)



THANK YOU