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Model Citizen Charter for Panchayats

04th June, 2021



Panchayati Raj

Ministry of Panchayati Raj

Government of India

Gram Panchayats (GPs): Drivers for Rural Transformation

Gram Panchayats; Seats of village level governance, with mandate to deliver on activities of 18 departments covering 29 sectors



Vision

Citizen Charter- Empowering citizens through transparent and effective delivery of public services

Role of Panchayats in day-to-day operations: Health, Education, Nutrition and Skill Development sectors

Endowing Panchayats in effective delivery of local services at grassroots level; improving quality of life

Institutionalising Monitoring and Evaluation of Service Delivery; inclusive and sustainable growth of rural India

Improve public service delivery by embracing innovation, leveraging e-Governance & ICT tools



Importance of Citizen Charter for Panchayats

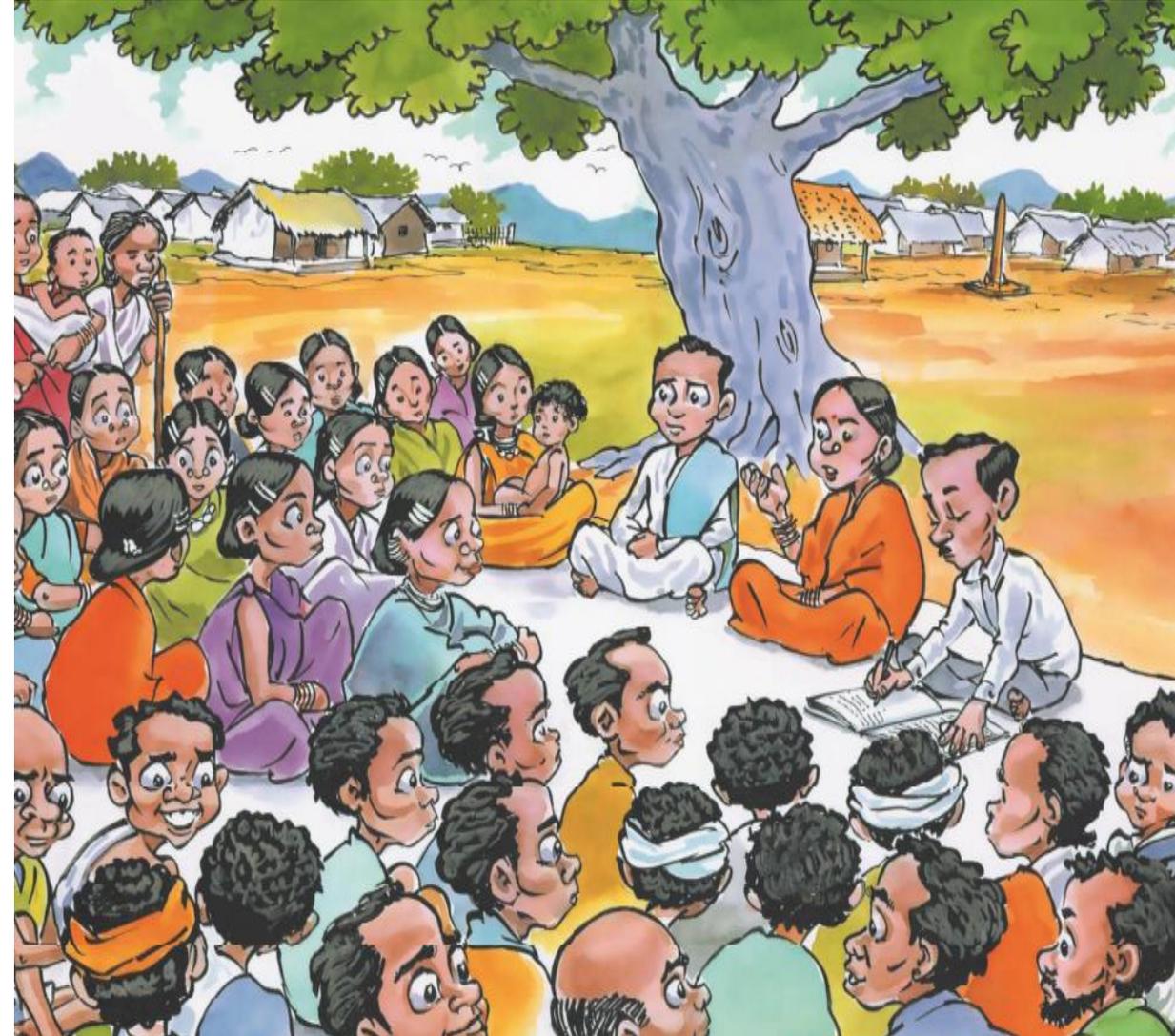


- Panchayats responsible for major socio-economic activities in consonance with Constitutional/ State regulations
- Framework required to ensure timely service delivery at grassroots; Model Citizen Charter for Panchayats developed by MoPR & NIRDPR
- Formulation and adoption of Citizen Charter to ensure
 - High operational standards
 - Transparency of processes
 - Accountability
 - Time bound implementation of development activities
 - Effective service delivery
 - High delivery of service



Objectives of Citizen Charter

- **Empower the Citizens** w.r.t public services
- **Improve service delivery** on the lines of Citizens expectations
- **Instil professionalism** in Panchayat functioning
- **Promote collaboration** of all sections of community without any prejudice
- Develop **yardsticks for monitoring and evaluation** of service delivery





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Citizen Charter Components



- **Vision and Mission Statement**

- **Vision** enumerating the **ultimate direction** in which the Panchayat seeks to move
- **Mission** statement detailing the **specific objectives** which drive the Panchayat in tune with the vision

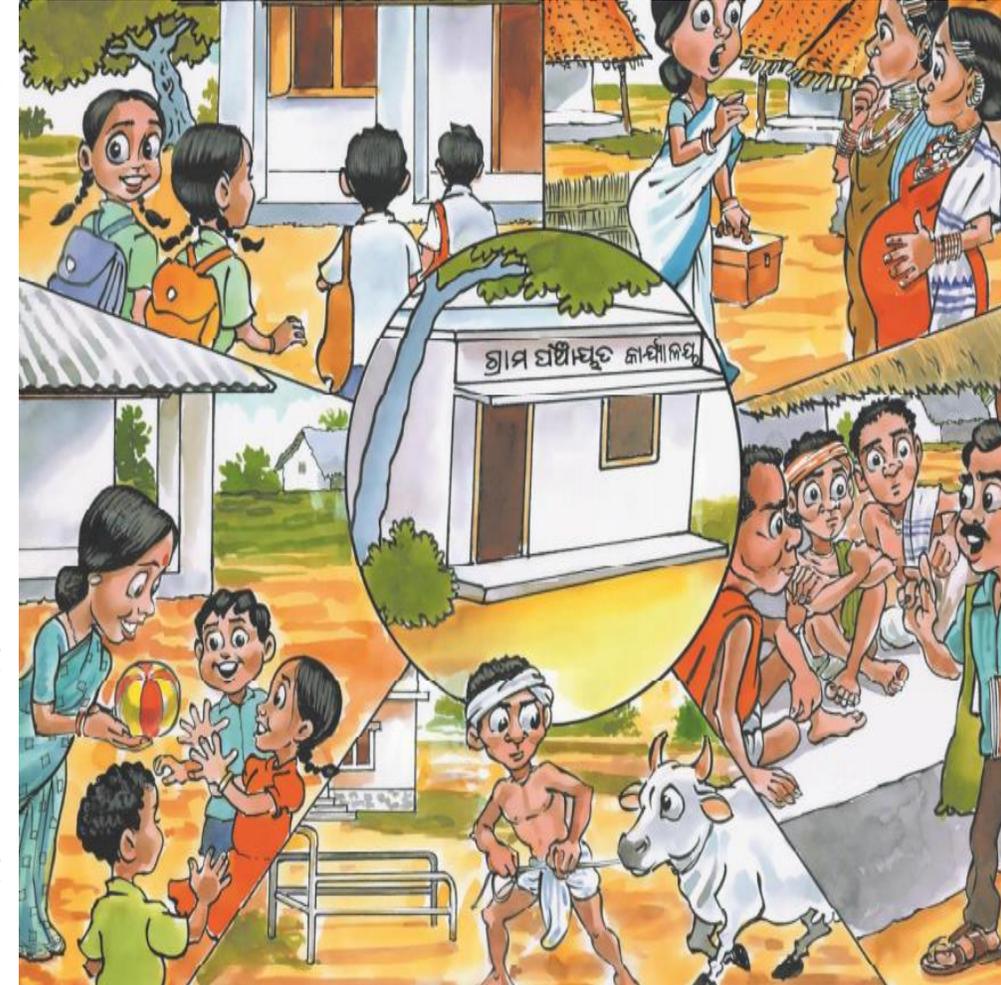
- **Service standards/ Procedures***

- Name of the service
- Details of the service including beneficiaries and eligible persons
- Time frame & charges to deliver the service
- Name and contact details of the person in the Panchayat responsible for providing the service

- **Grievance Redressal Mechanisms**

- Contact details of the authority to whom citizen need to contact for any complains

*Panchayats to act as facilitator for services not directly offered through them





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Preparation of Citizen Charter: Process



1. Lay down the **Vision and Mission** statements with a progressive outlook
2. Discuss and ascertain in consultation with officers of the concerned line departments
 - i. Various services provided/ to be provided to the Citizens; **Services to cover 29 sectors**, aligning actions with localised **Sustainable Development Goals (SDGs)**
 - ii. **Conditions citizens have to fulfil** to avail a service
 - iii. **Time limit** of each service
3. Develop **grievance redressal** mechanisms
4. Decide the **fee leviable** for particular services
5. Formalize and adopt the Citizen Charter through **Gram Sabha resolution**

Every Panchayat to prepare a Citizen Charter by 15th August, 2021; States to draw a timebound plan of action



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Services offered through Panchayats: Indicative List



Certificate/ License/ Permissions



Sanitation



Administrative/ Governance



Street Lighting



Developmental & Public Welfare



Community Assets



COVID/ Public Health measures



Public Library



Taxation



Road Connectivity



Drinking Water supply



Digital Services

