



सत्यमेव जयते



Model Citizen Charter for Panchayats

June, 2021

Model Citizen Charter for Gram Panchayats

Table of Content

Message from Hon'ble Minister, Rural Development, Agriculture and Farmers Welfare & Panchayati Raj	3
Message from Secretary, Ministry of Panchayati Raj	4
1. Introduction	5
2. Gram Panchayat Citizens' Charter	5
3. Objectives of 'Gram Panchayat Citizens' Charter'	6
4. Process of Preparation of 'Gram Panchayat Citizens' Charter' ...	6
Annexure: Gram Panchayat Citizens' Charter	11

Model Citizen Charter for Gram Panchayats

1. Message from Hon'ble Minister, Rural Development, Agriculture and Farmers Welfare & Panchayati Raj

नरेन्द्र सिंह तोमर
NARENDRA SINGH TOMAR



सत्यमेव जयते

कृषि एवं किसान कल्याण,
ग्रामीण विकास और पंचायती राज मंत्री
भारत सरकार
कृषि भवन, नई दिल्ली
MINISTER OF AGRICULTURE & FARMERS WELFARE,
RURAL DEVELOPMENT AND PANCHAYATI RAJ
GOVERNMENT OF INDIA
KRISHI BHAWAN, NEW DELHI



MESSAGE

I am very happy to release the **Gram Panchayat Citizen Charter**. Along with the entire world, India has been going through an unprecedented crisis of covid-19 pandemic formore than a year. Our Panchayats have played their valuable role as democratic institutions at the grass root level during this crisis. The Central Government has recently transferred funds directly to the Panchayats on the basis of the recommendations of the 15th Finance Commission. Panchayats have a huge responsibility to use their best practices and work with full potential in bringing good governance to the villages. The Gram Panchayat Citizen Charter will prove to be a milestone in this direction.

The basic objective of the Gram Panchayat Citizen Charter is to empower the citizens in relation to public services and to improve the quality of services in accordance with the expectations of the citizens. I sincerely hope that the Gram Panchayat Citizen Charter will be successful in achieving its goals and promote a full and strong democratic system responsible at the village level. This will help the Panchayats to reach all sections of the community without any discrimination. Those States, in which Gram Panchayats have already defined such standards for themselves, may modify this Charter as per their need.

On this occasion, I would like to give special thanks to the elected representatives of the Panchayats, due to whose continuous efforts this Charter will prove to be a historical gesture towards sustainable self-government.


(Narender Singh Tomar)

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Model Citizen Charter for Gram Panchayats

2. Message from Secretary, Ministry of Panchayati Raj

123408/2021/MOPR
सुनील कुमार, आई.ए.एस.
SUNIL KUMAR, IAS



सचिव
भारत सरकार
पंचायती राज मंत्रालय
SECRETARY
GOVERNMENT OF INDIA
MINISTRY OF PANCHAYATI RAJ

21



Message

It is imperative for the local self government to be responsible to the citizens in a democratic system. Panchayats have been entrusted with many important tasks related to the everyday life of the people. The aim of administrative services is to provide services to the people by contacting them directly, redressing their grievances and improving their lives. Since the establishment of Panchayati Raj system in the country, the Central Government has taken several measures to make the Panchayats, a responsible administrative unit. To make these institutions self-reliant in financial form, funds are being given directly to the Gram Panchayats under the Central Finance Commissions.

Gram Panchayat Citizen Charter is a revolutionary initiative in the direction of making the role of Panchayats meaningful and fulfilling. This will help in making the citizens aware of their rights on the one hand, and to make the Panchayats and their elected representatives directly accountable to the people, on the other hand.

I sincerely hope that all Gram Panchayats will take steps to formally adopt this charter in a meeting of the Gram Sabha and the arrangements made in this Charter will be helpful in streamlining the local administration and improvement in service delivery will change the lives of the people. On this occasion, I congratulate all the Panchayats, their elected representatives and all the residents of the villages.


(Sunil Kumar)

Model Citizen Charter for Gram Panchayats

3. Introduction

A Citizens' Charter is a tool to achieve good governance. Successful implementation of Citizens' Charter improves service delivery, brings responsiveness on the part of Panchayat functionaries and enhances Citizens' satisfaction.

4. Gram Panchayat Citizens' Charter

The need for 'Gram Panchayat Citizens' Charter arises for better service delivery. It is a document that represents the commitment of the Panchayat towards standard, quality and time frame of service delivery, grievance redressal mechanism, transparency and accountability.

Model Citizen Charter for Gram Panchayats

5. Objectives of 'Gram Panchayat Citizens' Charter

The basic objective of 'Gram Panchayat Citizens' Charter is to empower the Citizens in relation to public services and improve service quality on the lines of Citizens expectations. The creation of Charter brings professionalism in Panchayat functioning and helps to reach out to all sections of community without any discrimination. The standards committed by the Panchayats are useful yardsticks for monitoring and evaluation of service delivery.

6. Process of Preparation of 'Gram Panchayat Citizens' Charter'

The Citizens' Charter is to be formulated by each Panchayat separately. For preparing the charter the Panchayats shall discuss the various services provided to the Citizens, the conditions Citizens shall have to fulfil for getting a service and the time limit of each service. While preparing the charter the Panchayat

Model Citizen Charter for Gram Panchayats

should seek the views of the Panchayat Secretary and other officers of the concerned line departments. The charter should include only those services that are delivered by the Panchayat on a regular basis. Simultaneously the Panchayat should also decide the fee leviable for particular services.

The 'Gram Panchayat Citizens' Charter should include the following information.

- i. **Vision and Mission of the Panchayat:** The first key component of Citizens' charter is a clear statement of Panchayat "Vision and Mission". The vision implies ultimate direction in which the Panchayat seeks to move. The Mission statement provides the specific objectives which drive the Panchayat in tune with the vision.
- ii. **Service Standards / Procedure for obtaining services:** For obtaining a service listed in the charter, the eligible citizen shall apply to the designated officer along with the essential documents and also pay the prescribed fee if any. The designated officer upon receipt of the request shall record the details in a

Model Citizen Charter for Gram Panchayats

register and assign a serial number and issue an acknowledgement to the applicant indicating the probable date by which the service will be rendered. The designated officer / functionary of the Panchayat have obligation to render a service to the eligible applicant within the given time. On receipt of an application he /she shall within the stipulated period either provide service or reject and in case of rejection the reasons for not providing service shall be intimated in writing. Following information need to be provided under service standards.

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

Model Citizen Charter for Gram Panchayats

- iii. **Grievance redressal:** The Sarpanch and the Panchayat Secretary must be accessible to the Citizens to listen to the grievances and make arrangements to address the complaint effectively. Timely redressal of Citizens grievances not only reduces discontent, but also helps Panchayat to improve its functioning. If the citizen feels that the Panchayat has failed to provide a service, he can file an appeal before the designated higher authority. The contact details of the authority to whom citizen need to contact for any such complaint need to be included in the charter.

Template / Model for a 'Gram Panchayat Citizens' Charter' is provided in the **Annexure.**

The model charter is only a guideline for the Panchayats and they can adapt it as per their local context. The draft charter prepared by the Gram Panchayat shall be widely circulated among the people and get approved in Gram Sabha.

Model Citizen Charter for Gram Panchayats

It may also be noted that in instances, wherein Panchayats are not competent enough to directly offer services at the local level, they would act as the facilitators for the residents to avail the requisite services.

Panchayats would collect and collate the necessary paperwork from the service seeker and forward it digitally to the concerned line department for processing. They would also evolve suitable mechanisms for following up with and ensuring timely closure of the service requests by the respective line department.

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Annexure

GRAM PANCHAYAT CITIZENS' CHARTER

Name of the Panchayat :

Block:

District:

Details of Elected Representatives:

Details of Panchayat Staff:

Details of Committees :

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PREAMBLE

WE, the Elected Representatives and Officials of <Gram Panchayat>, realizing the importance of transparent and effective delivery of public services for sustainable development as well as the need for continuous innovation, solemnly resolve to

- Recognize the relevance of inclusive and accountable Local Self Governments in delivery of services
- Incorporate diverse views when designing and delivering services
- Ensure timely delivery and quality delivery of services; enhancing citizen service experiences
- Improve public service delivery by embracing innovation, leveraging e-Governance & ICT tools.

In furtherance of our resolve, we adopt and give to ourselves this Model Gram Panchayat Citizen's Charter.

Model Citizen Charter for Gram Panchayats

VISION

Timely delivery of Services for empowering citizens, promoting the inclusive and sustainable growth of rural India.

MISSION

Improving quality of Life through efficient and effective service delivery mechanisms for Panchayat residents, specifically for the welfare women, children, senior citizens, physically challenged persons and other vulnerable and marginalized sections of society

Model Citizen Charter for Gram Panchayats

Services offered by the Panchayat & Service Standards

S. No	Name of the service	Documents need to be submitted	Fee for the service (Rs.)	Indicative Time limit for delivery of the service*	Whom to contact for the service**	Officer/authority to be contacted for any grievance/ complaint
Certificate / License / Permissions						
1	Issue of Certificates such as Birth/ Death/ Marriage/ property ownership	As determined by the competent authority	As determined by the competent authority	3 days	Panchayat Secretary/ Sarpanch/ Panchayat President/ Pradhan/ Other Panchayat nominated person	As determined by the competent authority
2	Issue of Trade License	-do-	-do-	3 days	-do-	-do-

Model Citizen Charter for Gram Panchayats

S. No	Name of the service	Documents need to be submitted	Fee for the service (Rs.)	Indicative Time limit for delivery of the service*	Whom to contact for the service**	Officer/authority to be contacted for any grievance/ complaint
3	Layout approvals, if Panchayat is competent	i. Ownership document ii. Site Plan iii. Layout Plan iv. NoC from the dept concerned, if required.	-do-	30 days	-do-	As determined by the competent authority
4	Recommendations for grant of layout permission if beyond competence of Panchayats	i. Ownership document ii. Site Plan iii. Layout Plan iv. NoC from the dept concerned, if required.	-do-	15 days	-do-	-do-

Model Citizen Charter for Gram Panchayats

S. No	Name of the service	Documents need to be submitted	Fee for the service (Rs.)	Indicative Time limit for delivery of the service*	Whom to contact for the service**	Officer/authority to be contacted for any grievance/ complaint
5	Issue of construction permissions for residential / commercial	i. Ownership Document ii. Building Plan iii. Location Plan iv. NoC from the dept concerned if required.	-do-	15 days	-do-	As determined by the competent authority
6	Issue of NOC for setting up Small industry in village	As determined by the competent authority	-do-	15 days	-do-	-do-
Administrative / Governance						
1	Request for convening Gram Sabha	As determined by the competent authority	As determined by the competent authority	7 days	Panchayat Secretary/ Sarpanch/ Panchayat President/	-do-

Model Citizen Charter for Gram Panchayats

S. No	Name of the service	Documents need to be submitted	Fee for the service (Rs.)	Indicative Time limit for delivery of the service*	Whom to contact for the service**	Officer/authority to be contacted for any grievance/ complaint
					Pradhan/ Other Panchayat nominated person	
Development Related						
1	Issue of MGNREGA Job card	Aadhar Card, photo, bank account number	Nil	15 days	Panchayat Secretary/ Sarpanch/ Panchayat President/ Pradhan/ Other Panchayat nominated person	As determined by the competent authority
2	Request for work under MGNREGA	Plain paper/ app-based appln, need, ID	-do-	15 days	-do-	-do-

Model Citizen Charter for Gram Panchayats

S. No	Name of the service	Documents need to be submitted	Fee for the service (Rs.)	Indicative Time limit for delivery of the service*	Whom to contact for the service**	Officer/authority to be contacted for any grievance/ complaint
3	Provision of facilities at work-site for beneficiaries under MGNREGA	-do-	-do-	3days	-do-	do
4	Request to arrange veterinary care services	Plain paper/ app-based appln, need, ID	-do-	7 days	-do-	As determined by the competent authority
5	Request to recommend for skill training under SANKALP, Recognition of Prior Learning (RPL) and PM KVV	As determined by District Skill Committee	-do-	7 days	-do-	Member Secretary of District Skill Committee
6	Request to arrange water supply, Toilets and Rainwater harvesting etc. in Government Schools/ AWC	-do-	-do-	30days	-do-	-do-
7	Request to construct Rainwater harvesting	-do-	-do-	30 days	-do-	-do-

Model Citizen Charter for Gram Panchayats

S. No	Name of the service	Documents need to be submitted	Fee for the service (Rs.)	Indicative Time limit for delivery of the service*	Whom to contact for the service**	Officer/authority to be contacted for any grievance/ complaint
	structures in Government Schools/ AWC					
COVID/ Public Health Related measures						
1	Sanitization of Public Places such as Roads, drains, marketplaces, Government schools, AWC, etc.	Plain paper/ app-based appln, need, ID	As determined by the competent authority	1 day	Panchayat Secretary/ Sarpanch/ Panchayat President/ Pradhan/ Other Panchayat nominated person	BDC or Zilla Parishad/ Panchayat President
2	Provision of COVID Kits	-do-	-do-	3 days	-do-	
Taxation						
1	Assessment of property tax	Registered sale deed/ bldg. permit, Prop. Register entry	As determined by the competent authority	15 days	Panchayat Secretary/ Sarpanch/ Panchayat	-do-

Model Citizen Charter for Gram Panchayats

S. No	Name of the service	Documents need to be submitted	Fee for the service (Rs.)	Indicative Time limit for delivery of the service*	Whom to contact for the service**	Officer/authority to be contacted for any grievance/ complaint
					President/ Pradhan/ Other Panchayat nominated person	
2	Transfer of ownership of property/ Mutation	Registered sale deed/ Gift deed/ Partition deed/Succession certificate	-do-	15 days	-do-	As determined by the competent authority
3	Appeal petition against Tax assessment	Copy of demand notice	-do-	30 days	-do-	-do-
4	Allotment of Door Number	i. Copy of house building permission ii. Ownership document in case of old house	-do-	7 days	-do-	-do-

Model Citizen Charter for Gram Panchayats

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5	Issue of property value certificate	Ownership document	-do-	3 days	-do-	As determined by the competent authority
Drinking Water Supply						
1	Sanction of Water Supply Connection	Property tax receipt showing up to date payment	As determined by the competent authority	7 days	Panchayat Secretary/ Sarpanch/ Panchayat President/ Pradhan/ Other Panchayat nominated person	-do-
2	Leakage of water pipeline	Plain paper/ app-based appln, proof, ID	-do-	3 day	-do-	-do-
3	Repairs to hand pumps	-do-	-do-	2 days	-do-	-do-
4	Collection and transportation of waste	-do-	-do-	7 days	-do-	BDC or Zilla Parishad/

Model Citizen Charter for Gram Panchayats

S. No	Name of the service	Documents need to be submitted	Fee for the service (Rs.)	Indicative Time limit for delivery of the service*	Whom to contact for the service**	Officer/authority to be contacted for any grievance/ complaint
	from households to village level treatment site and management of compost centre					Panchayat President
5	Issues relating to water quantity- Regularity	-do-	-do-	3 days	-do-	-do-
6	Issues relating to water-quality	-do-	-do-	3 days	-do-	-do-
7	Provision for drinking water for animals	-do-	-do-	7 days	-do-	-do-
Sanitation						
1	Complaining overflowing drain/ stagnation of water on road	Plain paper/ app-based appln, proof, ID	As determined by the competent authority	2 days	Panchayat Secretary/ Sarpanch/ Panchayat President/ Pradhan/ Other Panchayat	-do-

Model Citizen Charter for Gram Panchayats

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					nominated person	
2	Repairs/ maintenance of community toilets	-do-	-do-	7 days	-do-	BDC or Zilla Parishad/ Panchayat President
3	Request for supply of Bin for waste disposal	-do-	-do-	2 days	-do-	-do-
4	Hygiene issue in Markets (cleanliness of marketplace, etc.)	-do-	-do-	3 days	-do-	-do-
5	Request for petty repairs/ maintenance of toilets and water supply pipelines in Government schools/ AWC.	-do-	-do-	7days	-do-	BDC or Zilla Parishad/ Panchayat President

Model Citizen Charter for Gram Panchayats

S. No	Name of the service	Documents need to be submitted	Fee for the service (Rs.)	Indicative Time limit for delivery of the service*	Whom to contact for the service**	Officer/authority to be contacted for any grievance/ complaint
6	Cleaning of Rainwater harvesting structures installed in community areas	-do-	-do-	7days	-do-	-do-
Street Lighting						
1	Complaint against non-functional streetlights	As determined by the competent authority	As determined by the competent authority	1 day	Panchayat Secretary/ Sarpanch/ Panchayat President/ Pradhan/ Other Panchayat nominated person	-do-
2	Request to install street light poles in new locality	-do-	-do-	3 days	-do-	-do-
3	Request to fix high mast lights	-do-	-do-	7 days	-do-	-do-

Model Citizen Charter for Gram Panchayats

S. No	Name of the service	Documents need to be submitted	Fee for the service (Rs.)	Indicative Time limit for delivery of the service*	Whom to contact for the service**	Officer/authority to be contacted for any grievance/ complaint
Community Assets						
1	Maintenance & Improvements in burial/cremation grounds	Plain paper/ app-based appln, proof, ID	As determined by the competent authority	30 days	Panchayat Secretary/ Sarpanch/ Panchayat President/ Pradhan/ Other Panchayat nominated person	BDC or Zilla Parishad/ Panchayat President
2	Maintenance/ Improvements in Playground/ Public Parks	-do-	-do-	30 days	-do-	-do-
3	Maintenance & Improvements in Yoga Centre	-do-	-do-	30 days	-do-	-do-
4	Removal of Encroachment on Public Properties	-do-	-do-	7 days	-do-	BDC or Zilla Parishad/ Panchayat President

Model Citizen Charter for Gram Panchayats

S. No	Name of the service	Documents need to be submitted	Fee for the service (Rs.)	Indicative Time limit for delivery of the service*	Whom to contact for the service**	Officer/authority to be contacted for any grievance/ complaint
Welfare Related						
1	Forwarding of application for Pension for old, widow and disabled	i. Income Proof ii. Age Proof- iii. Death Certificate of Deceased Husband iv. Disability Certificate	-do-	7 days	Panchayat Secretary/ Sarpanch/ Panchayat President/ Pradhan/ Other Panchayat nominated person	-do-
2	Request for organizing Sports/ Cultural program	As determined by the competent authority	-do-	30 days	-do-	-do-
3	Forwarding application for sanction of IHHL	i. Aadhaar / Job Card ii. Bank Account details	-do-	7 days	-do-	-do-
4	Preparation of New Ration Card	i. Residential Proof ii. Income Proof iii. Age Proof	-do-	15-30 days	-do-	BDC or Zilla Parishad/

Model Citizen Charter for Gram Panchayats

S. No	Name of the service	Documents need to be submitted	Fee for the service (Rs.)	Indicative Time limit for delivery of the service*	Whom to contact for the service**	Officer/authority to be contacted for any grievance/ complaint
		iv. Aadhar Card				Panchayat President
5	Addition/ Deletion of Name in Ration Card	i. Ration Card ii. Residential Proof iii. Age Proof iv. Aadhar Card	-do-	15-30 days	-do-	-do-
6	Request to include under the beneficiary list for allocation of food grains under Targeted Public Distribution system (TPDS)	i. Income Proof ii. Age Proof iii. Aadhaar Card	-do-	15-30 days	-do-	-do-
7	Request to arrange Health check-up for students in Government schools	As determined by the competent authority	-do-	7 days	-do-	-do-
8	Issues related to provision of Mid-day meal	Plain paper/ app-based appln, proof, ID	-do-	3 days	-do-	BDC or Zilla Parishad/

Model Citizen Charter for Gram Panchayats

S. No	Name of the service	Documents need to be submitted	Fee for the service (Rs.)	Indicative Time limit for delivery of the service*	Whom to contact for the service**	Officer/authority to be contacted for any grievance/ complaint
	for students in Government schools					Panchayat President
9	Issues related to admission in Government Primary school	-do-	-do-	7 days	-do-	-do-
10	Request for enrolling in Skill training programmes	As determined by the District Skill Committee	-do-	15 days	-do-	Member Secretary of District Skill Committee
11	Request to setup community kitchen for feeding destitute	Entity registration proof, proof of quality etc.	-do-	3 days	-do-	-do-
12	Issues related to feeding programmes of AWC	Plain paper/ app-based appln, proof, ID	-do-	3 days	-do-	-do-
13	Issues related to immunization of children and mothers by Asha & Anganwadi centres	Plain paper/ app-based appln., proof, ID	-do-	7 days	-do-	-do-

Model Citizen Charter for Gram Panchayats

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Public Libraries						
1.	Provision of Public libraries with adequate number of books and periodicals	As determined by the competent authority	-do-	30 days	Panchayat Secretary/ Sarpanch/ Panchayat President/ Pradhan/ Other Panchayat nominated person	BDC or Zilla Parishad/ Panchayat President
Connectivity						
1.	Maintenance of Village roads	As determined by the competent authority	-do-	30 days	Panchayat Secretary/ Sarpanch/ Panchayat President/ Pradhan/ Other Panchayat nominated person	-do-

Model Citizen Charter for Gram Panchayats

S. No	Name of the service	Documents need to be submitted	Fee for the service (Rs.)	Indicative Time limit for delivery of the service*	Whom to contact for the service**	Officer/authority to be contacted for any grievance/ complaint
Digital Services						
1.	Improvements in Common Service Centre	As determined by the CSC-SPV	As determined by the competent authority	15 days	Panchayat Secretary/ Sarpanch/ Panchayat President/ Pradhan/ Other Panchayat nominated person	BDC or Zilla Parishad/ Panchayat President
2.	Availability of Wi-fi Service in Panchayat	As determined by the CSC-SPV/ BSNL/ other competent authority	-do-	30 days	-do-	-do-
3.	Issues related to internet Service in Panchayat	-do-	-do-	7 days	-do-	-do-

* Indicative timelines, to be customized/ aligned with Service Level Agreements (SLAs), as applicable at local level

** To be customized per the local responsibilities, in coordination with the representatives of concerned Line departments



ग्रामीण
सचिवालय
लुभनेका द्वि-
मसद-10/20 बजे से 5:00 बजे तक

रजिस्ट्रार
जन्म-मृत्यु पंजी.
केन्द्र

कार्यालय -
ग्राम पंचायत तारापुर
जनपद पंचा. बकावड, जिला-बस्तर (छ.ग.)

संविधान का अनुच्छेद - 243F
• कार्यवाही-आय. पंचायत आरक्षण निर्धारण
• आय. - 3.11 नवम्बर
• आय. - 1980 क.
• आय. प्रमाण निर्दि. - 22.04-2001
• आय. निर्दि. - 22.04-2001
• आय. निर्दि. - 22.04-2001
• आय. निर्दि. - 22.04-2001

Citizen Charter:

Empowering Citizens through
Transparent and effective
delivery of public services