



सत्यमेव जयते

Model Citizen Charter for Panchayats

02 Sep, 2024



Panchayati Raj

RD(Panchayat) Department
Government of Tripura

Gram Panchayats (GPs): Drivers for Rural Transformation



Vision

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

Vision

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



सत्यमेव जयते

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** of development
 - **Time bound implementation 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





सत्यमेव जयते

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

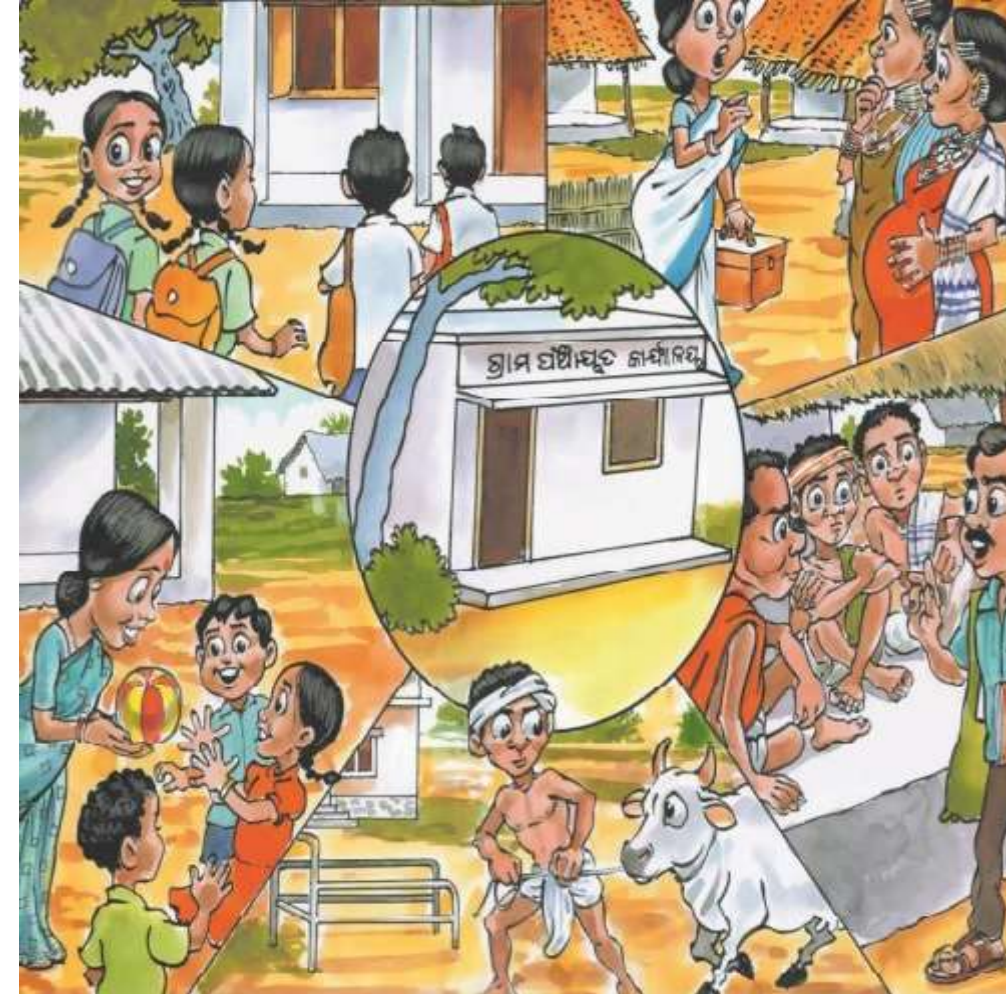
- **Service standards/ Procedures***

- 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





सत्यमेव जयते

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



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



Services enlisted under Citizen Charter in Tripura



1. Abstract copy of Ordinary Resident Register (ORR).
2. Birth Certificate.
3. Death Certificate.
4. Issue of MGNREGA Job card.
5. Marriage Certificate.
6. Trade Licence.



THANK YOU