

**Standard of Procedure (SOP)**

**for**

**Gram Panchayat User**

**for**

**Grassroot Level Initiatives for Deepening Online Service Delivery**

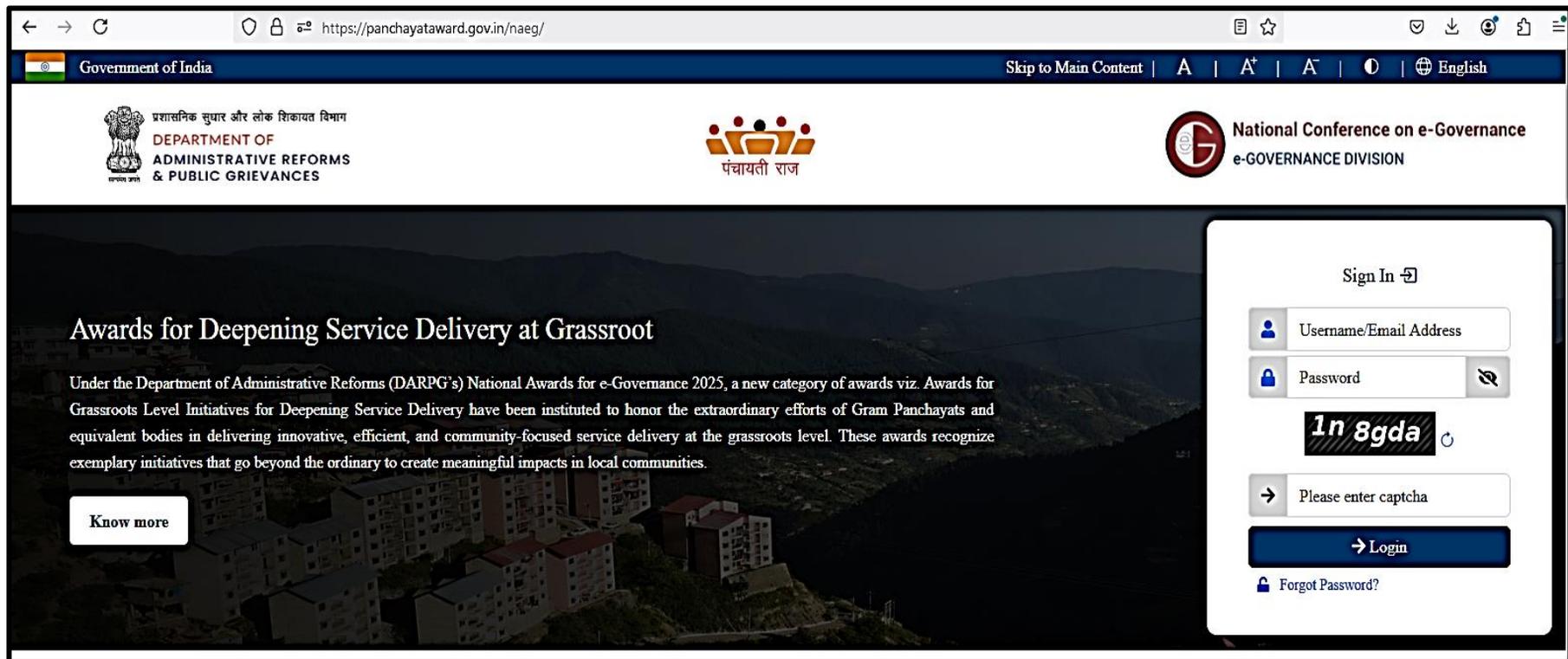
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**1<sup>st</sup> January 2025**

## Access to Gram Panchayat Level user

### How to login into the system:

- Go to browser and enter URL: <https://www.panchayataward.gov.in/naeg>. Following webpage will be displayed



The screenshot shows the homepage of the National Conference on e-Governance (Naeg) website. The header includes the Government of India logo, the Department of Administrative Reforms & Public Grievances, and the National Conference on e-Governance logo. The main content area features a banner for 'Awards for Deepening Service Delivery at Grassroot' with a 'Know more' button. On the right side, there is a 'Sign In' form with fields for 'Username/Email Address', 'Password', and a CAPTCHA image. Below the CAPTCHA is a 'Please enter captcha' field and a 'Login' button. A 'Forgot Password?' link is also present.

- Enter valid username, password and CAPTCHA. After entering all the details, click on **Login** Button.

**Note: Username and Password for the GP user will be same as used for MoPR awards**

- After clicking on **Login button**, in following page user has to verify their Gram Panchayat details and click on **Submit** button to go ahead.

Deepening of Online Service Delivery  
(Grassroot Level Initiatives)

Assigned Unit

State\*\* UTTAR PRADESH

Select Entity\*\* Gram Panchayat

Zilla Parishad Bulandshahr

Panchayat Samiti Syana

Assigned Unit\*\* KISOLA

Submit Clear

**Note:** At home page, there is a dialog box named as “**Current Progress of GP is as follows**” that represents status in filled questionnaire.

There are **three status** of the questionnaire:

- **No Action** – It represent that **No Action** has been taken by the GP. Sample screenshot is attached below-

Current Progress of GP is as follows:

Theme Name	Status
DARPG Award	No Action

Please freeze the nominations for awards before cutoff date

- **Saved** - The status represents that GP user has **saved** the data but has not freezed yet. Sample screenshot is attached below-

Current Progress of GP is as follows: ×

Theme Name	Status
DARPG Award	Saved

Please freeze the nominations for awards before cutoff date

- **Freezed** - The status represents that GP user has **freezed** the data. Sample screenshot is attached below-

Current Progress of GP is as follows: ×

Theme Name	Status
DARPG Award	Freezed

Please freeze the nominations for awards before cutoff date

## Basic Details of Gram Panchayat

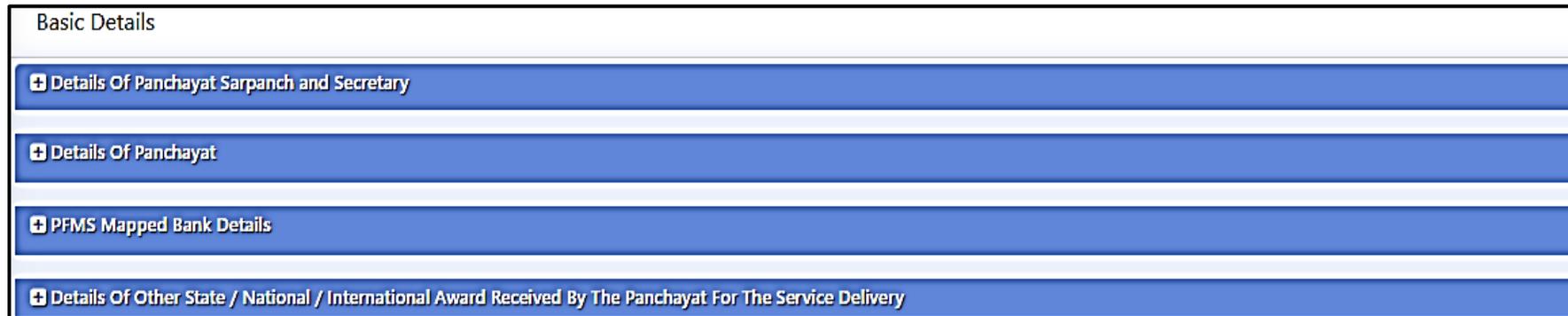
GP user needs to enter basic details (Sarpanch and Panchayat Secretary Details, Panchayat(Auto Filled), PFMS Mapped Bank Details, Previous Award Details of its respective gram panchayat etc.

**Note:** GP user has to fill the basic details of Gram Panchayat before filling or freezing the questionnaire answers. If GP user tries to fill the questionnaire without filling the basic details of his respective GP, then following error message will be displayed

*“Before answering Basic Details is mandatory to be filled up”*

### Steps to enter the basic details:

- After successful login user has to click on **Basic Details Menu** on left hand side.
- Click on **Basic Details-> Add menu item**. After clicking **Add Menu** following page is displayed



- Click on **Details of Panchayat Sarpanch and Secretary** icon to expand menu. Following fields are to be filled by Gram Panchayat User for both Sarpanch and Secretary of the GP.

- ***Sarpanch/Secretary Name***
- ***Age***
- ***Gender***
- ***Mobile Number***
- ***Email***

▪ **Upload Photo**

The screenshot shows a web form titled "Details Of Panchayat Sarpanch and Secretary". It is divided into two main sections: "Sarpanch/Chairperson/President Name" and "Panchayat Secretary".

**Sarpanch/Chairperson/President Name:**

- Sarpanch/Chairperson/President Name\*: Hari
- Age\*: 45
- Gender\*: Gender.Male
- Mobile Number\*: 9988996633
- E-mail\*: hari@gmail.com
- Upload Photo\*: Choose File images.jpg

**Panchayat Secretary:**

- Panchayat Secretary\*: Shyam
- Secretary Age\*: 34
- Secretary Gender\*: Gender.Male
- Secretary Mobile Number\*: 9988996633
- E-mail\*: shyam@gmail.com
- Upload Photo\*: Choose File images.jpg

➤ Click on **Details of Panchayat** icon to expand the menu. Name of Gram Panchayat, Block Panchayat, District Panchayat and State are displayed as per user details. Sample screenshot is attached below

Details Of Panchayat	
Local Body Name	KISOLA
Block Panchayat Name	SYANA
District	BULANDSHAHR
State	UTTAR PRADESH

➤ Click on **PFMS Mapped Details** icon to expand the menu. Fill the following details under “**PFMS Mapped Bank Details**”-

- **Agency/Panchayat Account Holder Name\***
- **Bank Name\***
- **Branch Address\***
- **Account No.\***
- **PFMS Code**
- **IFSC\***

PFMS Mapped Bank Details	
Agency/Panchayat Account Holder Name*	tested
Bank Name*	tested account
Branch Address*	tested address
Account No*	1234567890122222222
PFMS Code	
IFSC*	testedIFSC

- Click on **Details of Other State/National/International Award Received by the panchayat for the Service Delivery** icon to expand the menu. Fill the following details under :

Details Of Other State / National / International Award Received By The Panchayat For The Service Delivery	
State Award*	<input type="text" value="test state award"/>
National Award*	<input type="text" value="test national award"/>
International Award*	<input type="text" value="test international award"/>

- After filling all the above details, click on the **Save** button. On clicking, following **confirmation** message will be displayed –



### [Manage Basic Details \(Modifying/View/Delete \)](#)

*This provision is provided if the GP user wishes to modify, view, or delete the basic details entered so far.*

#### **Steps to follow:**

- Go to **Basic Details** on left menu.
- Click on **Basic Details** ->**Manage** menu. After clicking on **Manage** menu, the record saved by user will be displayed.
- Click on View Icon to **view** the work flow.
- Click on Modify Icon to **modify** the work flow(*in case, if any modification required*)
- Click on Delete Icon to **delete** the work flow(*in case, to delete the basic details*)

### [Answering of Questions in the Award Questionnaire](#)

Answering of questionnaires is completed in following two steps:

- **Saving of Answered Questionnaire**
- **Freezing of Answered Questionnaire**

### **Saving of Answered Questionnaire:**

*Using this functionality, data will be filled by Gram Panchayat User for the questionnaire published by the stateadmin*

#### **Pre-Requisite: Basic Details are filled by GP User:**

Following steps are involved to answer the questionnaire:

- Go to **Questionnaire** for Awards on left menu.
- Click on **Questionnaire-> Add menu**. Following page will be displayed
- Select the Award type as **“DARPG Award”** > **“Grass root Level Initiatives for Online Service Delivery”** from the drop down.
- Click on **Continue** button. A page representing questionnaire will be displayed showing **“General Instructions For Answers”**

General Instructions for Answers:
Help

I. Gram Panchayats are requested to attempt all the questions of all the themes. The questions which are wrongly answered/not answered properly would be given ZERO marks by the system automatically.

II. After filling the Questionnaires, the option 'Save' will be available to save the Questionnaires. These can be modified under 'Modify' section.

III. Please upload the requisite authentic documents before freezing the Questionnaires and Size of uploaded file should be 300 KB.

IV. There should not be any special characters such as !@#\$,%^&\*() in file title and file title should not contain two dots (ex. file.name.pdf or filename..pdf).

V. Scanning of documents should be through genuine software. Avoid freeware, pirated software as per security concern.

VI. After finalization the Gram Panchayats must 'FREEZE' the Questionnaires and Panchayat can generate PDF of answered questionnaire through Manage option.

VII. I (on the behalf of Panchayat) hereby declare that all the information furnished/entered are authentic & correct as per the record available in the Panchayat.

VIII. The data entered should be correct and as per the facts. Any wrong or factually incorrect entry will lead to debarment of the GP from the awards

→ Accept
← Decline

Get Theme Specific Question
Help

Award Type\*

Theme\*

Continue

- Click on **Accept** button and then select the Award type as “**DARPG Award**” and **theme**, as “**Grass root Level Initiatives for Online Service Delivery**” from the drop down. Click on **Continue** button. A page representing questionnaire will be displayed
- Answer the **Questionnaire**, enter remarks and then click on **Next** button. Answers all the questions similarly. User can also click on specific question number to directly answer the selected question.

**Note: In some questions, answer option will be in disabled form, due to answer option selected in previous question.**

**The Questionnaire answering screen is displayed below:-**

Deepening of Online Delivery Services at the grassroots

1	2
3	4
5	6
7	8
9	10
11	12
13	14
15	16
17	18
19	20
21	22
23	24
25	26
27	28

**Citizen services**

**Question 1:** Issuance of Birth Certificate

**Answer :**

By the Gram Panchayat  Through other department at Gram Panchayat level  Service not available at Gram Panchayat level

Remarks :

Next

- *If in question no.1, option “Service not available at Gram Panchayat Level” is selected, then in next question answer option will be in disabled form i.e. GP user will not be able to answer the question and message will be displayed as*

*“Response of this question is not available due to answer option selected in previous question”*

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**Citizen services**

**Question 2:** Is the Birth Certificate issued online? If Yes please enter the URL (mandatory) in remarks

**Answer :**

Yes  No

*Response of this question is not available due to answer option selected in previous question*

Previous Next

- To move from one question to another, user can use **Previous** or **Next** Button.
- After answering all the questions, user has to click on **Save** button. After clicking on **Save** button confirmation message will be displayed.

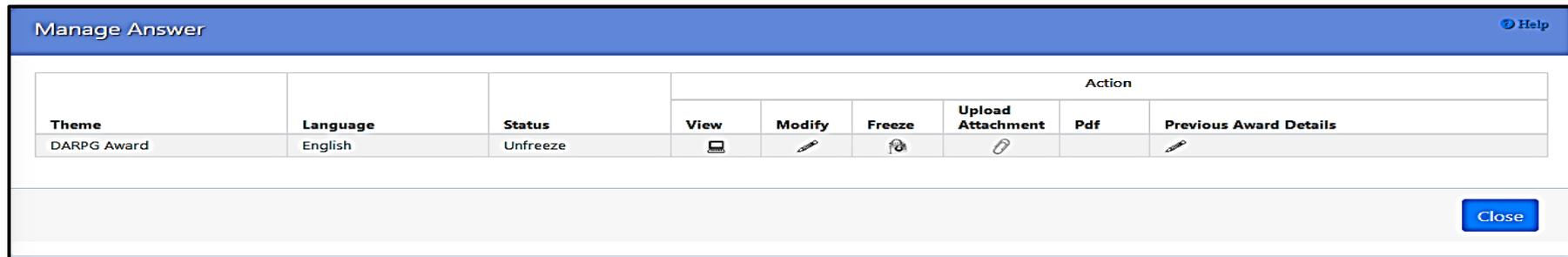
## Freezing of Answers of Questionnaire by GP User-

In this functionality, the questionnaire will freeze once user has selected the freeze option, however, the user can navigate through each question to view the selected answer options and, finally, will freeze the answers for the award questionnaire."

**Note: Answers to all questions are mandatory. No modifications will be allowed in answer after freezing the answers".**

### Steps needed to freeze the answered questionnaire.

- Go to **Questionnaire for Awards** on left hand side menu
- Click on **Questionnaire for Awards ->Manage** menu. Following page will be displayed



Manage Answer			Action					
Theme	Language	Status	View	Modify	Freeze	Upload Attachment	Pdf	Previous Award Details
DARPG Award	English	Unfreeze						

Close

- Click on **View** Icon to view the all the answered questions in non-editable view form only
- Click on **Modify** Icon to modify the already answered questions (**in case, any modification is required**)
- On Clicking **Freeze** button, a **self-certification** consent as per below screen will be visible in pop up window.

भास्त सरकार पंचायती राज मंत्रालय  
Government of India Ministry of Panchayati Raj

Language GP-BEGDA

### Self-Certification

This is to certify on behalf of the Organization that:

- The particulars furnished above are correct and true to the best of my/our knowledge.
- I/We have read and understood the information on the Award Scheme published on the [Website of the Department of Administrative Reforms and Public Grievances](#) and <https://nceg.gov.in>.
- I/We agree with the terms and conditions stipulated in the Award Scheme and shall abide by the decision of the DARPG for declaration of the award.
- The organization is not blacklisted/debarred by any Government body.
- In the event of any information given by me/us being found false or misrepresented at a later stage, I/We shall return the award and all consequential benefits to the Government of India and will be liable to such departmental and legal action as deemed fit by the Government of India.

I agree to the above terms and conditions  
 I certify the correctness of the information provided

**Submit** **Close**

- User need to select both the following options :
  - I agree to the above terms and conditions**
  - I certify the correctness of the information provided.**
- After selecting these option user can click on **Submit** button, a questionnaire with answers filled by GP user will be displayed

Deepening of Online Delivery Services at the grassroots

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**Citizen services**

**Question 1:** Issuance of Birth Certificate

**Answer :**

By the Gram Panchayat  
 Through other department at Gram Panchayat level  
 Service not available at Gram Panchayat level

Remarks :

[Next](#)

[Freeze](#)   [Close](#)

**Note:** The GP user is requested to review each question, and after verification, click the 'Freeze' button..

- After clicking on **Freeze** button, a confirmation pop up will be displayed. Click on Ok button and the following confirmation message will be displayed



**Important:** After freezing of the questionnaire the answered questionnaire of respective Gram Panchayat will be pushed automatically in the login of Block Level Performance Assessment Committee

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