

बिहार सरकार
ग्रामीण कार्य विभाग
कार्यालय आदेश

का0आ0सं0-1/अ0प्र0-05-15/2021 499

/पटना, दिनांक 19/8/21

पंचायती राज विभाग, बिहार, पटना का पत्रांक-2P/IT/12-MCC-10/2021-3991 दिनांक-30.07.2021 के आलोक में "मेरी पंचायत, मेरा अधिकार-जन सेवार्थे हमारे द्वार" अभियान के तहत मॉडल नागरिक चार्टर (Model Citizen Charter) निर्मित करने के निमित्त विभाग द्वारा प्रदान किये जाने वाली नागरिक सेवाओं की सूची पंचायती राज विभाग, बिहार, पटना को उपलब्ध कराने एवं पंचायती राज विभाग, बिहार, पटना से समन्वय हेतु श्री राजेश कुमार, सहायक अभियंता, मुख्य अभियंता-4 का कार्यालय, ग्रामीण कार्य विभाग, बिहार, पटना को विभाग का नोडल पदाधिकारी नामित किया जाता है। इनका मोबाईल संख्या-8986915060 है।

2. इस पर विभागीय सचिव का अनुमोदन प्राप्त है।

lw
19.8.21

(कृष्ण मोहन सिंह)
सरकार के उप सचिव

ज्ञापांक-1/अ0प्र0-05-15/2021 4042 330 /पटना, दिनांक 19/8/21

प्रतिलिपि:- अभियंता प्रमुख के आप्त सचिव/विशेष सचिव के आप्त सचिव/
प्रशासनिक पदाधिकारी, ब्राड/सभी प्रशाखा पदाधिकारी/आई0टी0 मैनेजर, ग्रामीण कार्य
विभाग, बिहार, पटना को सूचनार्थ एवं आवश्यक कार्रवाई हेतु प्रेषित।

अनु0:-यथोक्त।

lw
19.8.21

सरकार के उप सचिव

ज्ञापांक-1/अ0प्र0-05-15/2021 4042 330 /पटना, दिनांक 19/8/21

प्रतिलिपि:- सभी मुख्य अभियंता/सभी अधीक्षण अभियंता, ग्रामीण कार्य विभाग, बिहार,
पटना को सूचनार्थ एवं आवश्यक कार्रवाई हेतु प्रेषित।

अनु0:-यथोक्त।

lw
19.8.21

सरकार के उप सचिव

ज्ञापांक-1/अ0प्र0-05-15/2021 4042 /पटना, दिनांक 19/8/21

प्रतिलिपि:- अनुश्रवण पदाधिकारी, पंचायती राज विभाग, बिहार, पटना को उनके
पत्रांक-2P/IT/12-MCC-10/2021-3991 दिनांक- 30.07.2021 के आलोक में सूचनार्थ
प्रेषित।

lw
19.8.21

सरकार के उप सचिव

ज्ञापांक-1/अ0प्र0-05-15/2021 4042 330 /पटना, दिनांक 19/8/21

प्रतिलिपि:- श्री राजेश कुमार, सहायक अभियंता, मुख्य अभियंता-4, ग्रामीण कार्य
विभाग, बिहार, पटना को सूचनार्थ एवं आवश्यक कार्रवाई हेतु प्रेषित।

अनु0:-यथोक्त।

lw
19.8.21

सरकार के उप सचिव

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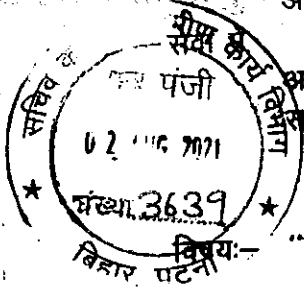
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बिहार सरकार
पंचायती राज विभाग

50-1

विशेष सचिव

कल्पना कुमारी,
अनुश्रवण पदाधिकारी



अपर मुख्य सचिव/प्रधान सचिव/सचिव,
सभी विभाग, बिहार, पटना।

पटना, दिनांक 30/07./2021

"मेरी पंचायत, मेरा अधिकार-जन सेवायें हमारे द्वार" अभियान के तहत ग्राम पंचायतों द्वारा मॉडल नागरिक चार्टर (Model Citizen Charter) निर्मित करने हेतु लाईन विभागों द्वारा प्रदान की जानेवाली नागरिक सेवाओं की सूची उपलब्ध कराने एवं नोडल पदाधिकारी नामित करने के संबंध में।

प्रसंग:- पंचायती राज मंत्रालय का पत्रांक- DO NO N-19011(16)/1/2021-e-Panchayat दिनांक 14.06.2021, पत्रांक- DO.NO N-19011(16)/1/2021-e-Panchayat दिनांक 16.06.2021 एवं पत्रांक- DO.NO N-19011(16)/1/2021-e-Panchayat दिनांक 22.06.2021

महाशय,

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5/8/21

उपरोक्त विषय के संबंध में कहना है कि पंचायती राज मंत्रालय के प्रासंगिक पत्र के द्वारा 01 जुलाई से 15 अगस्त 2021 तक की अवधि में "मेरी पंचायत, मेरा अधिकार-जन सेवायें हमारे द्वार" अभियान को क्रियान्वित किये जाने की सूचना दी गयी है। इस अभियान के तहत प्रत्येक ग्राम पंचायत के द्वारा विशेष ग्राम सभा के आयोजन के माध्यम से मॉडल नागरिक चार्टर को निर्मित किया जायेगा जिसका मुख्य उद्देश्य यह सुनिश्चित करना है कि ग्राम पंचायतों के पास संबंधित ग्राम सभा द्वारा अनुमोदित आदर्श नागरिक घोषणा पत्र हो, पंचायतों द्वारा नागरिकों को प्रदान की जाने वाली सेवाओं की विभिन्न श्रेणियों का कैटलॉग हो जिसमें सेवा की शर्तें एवं समय-सीमा भी तय हो।

2. उक्त अभियान के क्रियान्वयन के तहत अभियान के निर्धारित पोर्टल (<https://panchayatcharter.nic.in>) पर विभिन्न लाईन विभागों द्वारा ग्राम पंचायत स्तर पर प्रदान की जाने वाली नागरिक सेवाओं की मारटर सूची को अपलोड किया जाना है जिसके पश्चात् ग्राम पंचायतें विशेष ग्राम सभा का आयोजन एवं आदर्श नागरिक घोषणा पत्र को निर्मित कर सकेंगी।

3. साथ ही इस अभियान के क्रियान्वयन एवं आवश्यक समन्वयन कार्य हेतु सेवा प्रदान करने वाले लाईन विभागों से नोडल पदाधिकारी की विवरणी पोर्टल पर अपलोड की जानी है।

अतः निदेशानुसार अनुरोध है कि उक्त अभियान के ससमय क्रियान्वयन हेतु अपने अपने विभाग से नोडल पदाधिकारी नामित करते हुए उसकी विवरणी एवं प्रदान की जानेवाली सेवाओं

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की मास्टर सूची पत्र के साथ संलग्न विहित प्रपत्र अगुलग्नक-01 एवं 02 में दिनांक 03.08.2021 तक उपलब्ध कराने की कृपा की जाये।

- अनुलग्नक:-
1. लाईन विभागों द्वारा ग्राम पंचायत स्तर पर प्रदान की जानेवाली नागरिक सेवाओं की सूची।
 2. लाईन विभागों से नियुक्त किये जानेवाले नोडल पदाधिकारी की विवरणी।
 3. पंचायती राज मंत्रालय, भारत सरकार से प्राप्त पत्र।

विश्वासभाजन

कल्पना कुमारी

(कल्पना कुमारी)

अनुश्रवण पदाधिकारी

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अनुलग्नक-01

लाईन विभागों द्वारा ग्राम पंचायत स्तर पर प्रदान की जानेवाली नागरिक सेवाओं की सूची :-

Service Category	Name of Service	Sector Name	State line Department	Panchayat as Service Owner	Panchayat as Service Stakeholder only(Yes/No)	Service delivered online(Yes/No)

(17)

अनुलग्नक-02

मेरी पंचायत, मेरा अधिकार-जन सेवार्थे हमारे द्वार" अभियान के क्रियान्वयन हेतु लाईन विभागों से नियुक्त किये जानेवाले नोडल पदाधिकारी की विवरणी:-

Department Name	Nodal Officer Name	Designation	Mobile No.	E-Mail ID

श्री. डॉ. चन्द्र शेखर कुमार, आई.ए.एस.
सूचना सचिव

Dr. Chandra Shekhar Kumar, IAS
Informational Secretary
Tel: 011 23725301
Email: cs_kumar@nic.in



पंचायती राज मंत्रालय
भारत सरकार
टॉवर-II, 9वां तल
जीवन भारती बिल्डिंग,
नई दिल्ली - 110001

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MINISTRY OF PANCHAYATI RAJ
GOVERNMENT OF INDIA
Tower-II, 9th Floor,
Jeevan Bharati Building,
New Delhi - 110001

अपर मुख्य सचिव
पंचायती राज विभाग
गोपनीय खंड
गै.सं.क्र.सं. 3646
दि. 15/6/2021

Dated: 14th June, 2021

S (N) (39)

U.O. No: N-19011(16)/1/2021-e-Panchayat

स.स.
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Dear Madam/Sir,

Panchayats, the third tier of the local self-government are the main pillars of equitable & sustainable development in Rural India, being responsible for development at Gram Panchayat level through democratic decentralisation; participative local governance and citizen centred service delivery.

2. In this endeavour, Citizens' Charter initiative is a next step, which would represent the commitment of the Organisation (Panchayat) towards standard, quality and time frame of service delivery, grievance redressal mechanism, transparency and accountability.

3
2021/6

3. A model Citizen Charter for the Panchayats was released by the Hon'ble Union Minister, Panchayati Raj, Rural Development & Agriculture and Farmers Welfare on 04th June, 2021. English & Hindi versions of the model Citizen Charter for the Panchayats are enclosed.

4. It is expected that the States/ Panchayats would adopt, translate, and customise the Citizen Charter towards delivery of the services across the 29 sectors under the Eleventh Schedule of the Constitution of India, aligning actions with localised Sustainable Development Goals (SDGs). It is anticipated that by 15th August, 2021, each Panchayat would have a citizen charter approved by the Gram Sabha, providing a declaration of its commitment to provide services to its residents. The States are required to take up activities/ actions in a campaign mode, to ensure timely completion. In case the state already has a citizen charter that may suitably be customised.

5. To facilitate this, a Citizen Charter Dashboard is being developed for the States/ Panchayats to report & monitor their progress. The relevant Key Performance Indications relating to this may be seen in Annexure.

6. It is pertinent to mention here that the Ministry as part of its mandated responsibility towards transforming the Panchayats into symbols of modernity, transparency and efficiency, and in order to encourage integrated electronic service delivery at Panchayat level, has made available ServicePlus (<http://ServiceOnline.gov.in>) under e-Panchayat Mission Mode Programme. ServicePlus is a configurable, ready-to-use, end-to-end delivery framework through which any service can be defined,

accessed, delivered and monitored by Panchayats or any government department for a rapid rollout of electronic services.

- **Regulatory Services:** Services like trade licences, permit for construction of a building etc.
- **Statutory Services:** Services like issuance of birth/death certificate
- **Developmental Services:** To render the government welfare schemes such as NREGS, IAY, old age pension, etc.
- **Consumer Utilities Service:** Services like bill payment, rail ticket booking, mobile recharge etc.

The States are encouraged to adopt ServicePlus application for delivery of Services by the Panchayats.

7. I look forward to your support towards ensuring continuous improvements in the quality of public services for the people, responding to the needs of the users.

Respect

Encl: As above

Yours Sincerely,

(Dr. Chandra Shekhar Kumar)

To

Additional Chief Secretary/ Principal Secretary/ Secretary, PR department (All States/ UTs)

Copy to:

Ms. Manie Khaneja, Deputy Director General, NIC- Panchayat Informatics

Key Performance Indicators for Citizen Charter Dashboard

1. Appointment of State/ District/ Block Nodal Officer (Details to be captured: Name, Designation, department, mobile number, email address)
2. Appointment of Facilitator (Details to be captured: Name, Designation, department, mobile number, email address)
3. Advisory issues to Panchayats on preparing Citizen Charter (Yes/ No) (State to specify)
4. Citizen Charter prepared (Yes/ No)
5. Gram Sabha Meeting Scheduled (Yes/ No) (If Yes, date of scheduled Gram Sabha meeting)
6. Gram Sabha meeting held (Yes/ No) (If Yes, date of Gram Sabha meeting)
 - a. Citizen Charter approved(Yes/ No). (If Yes, Gram Sabha resolution to be uploaded)
 - b. Participation of Line Department (Refer Annexure-I for list of Line Departments)
7. Services offered by Panchayat (State users to create the master list of Services being offered by the Panchayats)

Service	Sector	Ministry/ Line department	Panchayat as a Service Owner (Yes/ No)	Panchayat as a Service Stakeholder only (Yes/ No)	Services delivered online (Yes/ No)
Certificate/ License/ Permissions					
i. Birth Certificate	Health	Ministry of Health & Family Welfare			
ii. Death Certificate	Health	Ministry of Health & Family Welfare			
iii. Marriage Certificate	Family Welfare	<State to specify>			
iv. Residence Certificate	Land improvement	<State to specify>			
v. Trade License	Small scale industries	<State to specify>			
vi. Construction permit	Rural Housing	<State to specify>			
vii. NOC for setting up small industry in village	Small scale industries	<State to specify>			
viii. Issue of Advertisement License	Markets & Fairs	<State to specify>			
ix. Any Other (if yes, please specify)	<State to specify>	<State to Specify>			
A. Development Related					
i. Issue of Poverty		Ministry of Rural			

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Service	Sector	Ministry/ Line department	Panchayat as a Service Owner (Yes/ No)	Panchayat as a Service Stakeholder only (Yes/ No)	Services delivered online (Yes/ No)
MGNREGA Job card	alleviation programme	Development			
ii. Request for work under MGNREGA	Poverty alleviation programme	Ministry of Rural Development			
iii. Any Other (if yes, please specify)	Poverty alleviation programme	<State to Specify>			
B. COVID/ Public Health Related					
i. Sanitisation of Public Places viz. Roads, drains, marketplaces, etc.	Health	Department of Drinking Water and Sanitation			
ii. Request for COVID Kit	Health	Ministry of Health & Family Welfare			
iii. Any Other (if yes, please specify)	<State to specify>	<State to Specify>			
C. Taxation					
i. Assessment of Property Tax	Rural Housing	<State to specify>			
ii. Transfer of ownership of Property/ Mutation	Land Improvement	<State to specify>			
iii. Any Other (if yes, please specify)	<State to specify>	<State to Specify>			
D. Drinking Water					
i. Sanction of water supply connection	Drinking Water	Department of Drinking Water and Sanitation			
ii. Maintenance of drinking water (Minor Repairs)	Drinking Water	Department of Drinking Water and Sanitation			
iii. Repair of Handpump	Drinking Water	Department of Drinking Water and Sanitation			
iv. Individual Household waste collection & transportation	Drinking Water	Department of Drinking Water and Sanitation			
v. Provision for Drinking water for animals	Drinking Water	Department of Drinking Water and Sanitation			
vi. Any Other (if yes, please specify)	Drinking Water	Department of Drinking Water and Sanitation			
E. Sanitation					
i. Repair/ maintenance of community toilets	Sanitation	Department of Drinking Water and Sanitation			
ii. Cleanliness of Rainwater harvesting	Sanitation	Department of Drinking Water and Sanitation			

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Service	Sector	Ministry/ Line department	Panchayat as a Service Owner (Yes/ No)	Panchayat as a Service Stakeholder only (Yes/ No)	Services delivered online (Yes/ No)
structures in community areas					
iii. Request for supply of Bin for waste disposal	Sanitation	Department of Drinking Water and Sanitation			
iv. Any Other (if yes, please specify)-	Sanitation	Department of Drinking Water and Sanitation			
F. Street Lighting					
i. Maintenance of Street Light (Minor Repairs)	Rural electrification	Ministry of Power			
ii. Request to install streetlight at new location	Rural electrification	Ministry of Power			
iii. Request for installation of High mast	Rural electrification	Ministry of Power			
iv. Any Other (if yes, please specify)	Rural electrification	Ministry of Power			
G. Community Assets					
i. Maintenance/ improvement in burial grounds	Maintenance of community assets	Ministry of Rural Development			
ii. Maintenance/ improvement in Playground/ Public Parks	Maintenance of community assets	Ministry of Rural Development			
iii. Maintenance/ improvement in Yoga Centres	Maintenance of community assets	Ministry of Rural Development			
iv. Any Other (if yes, please specify)	Maintenance of community assets	<State to Specify>			
H. Welfare related					
i. Application for Pension for old age	Social welfare	Ministry of Social Justice and Empowerment			
ii. Application for Pension for Widow	Social welfare	Ministry of Social Justice and Empowerment			
iii. Application for Pension for disabled	Social welfare	Ministry of Social Justice and Empowerment			
iv. Application for sanction of IHHL	Sanitation	Department of Drinking Water and Sanitation			
v. Preparation of new Ration Card	Public distribution system	Department of Food and Public Distribution			
vi. Addition/ deletion	Public	Department of			

Service	Sector	Ministry/ Line department	Panchayat as a Service Owner (Yes/ No)	Panchayat as a Service Stakeholder only (Yes/ No)	Services delivered online (Yes/ No)
of name in Ration Card	distribution system	Food and Public Distribution			
vii. Request to include under the beneficiary list for allocation of food grains under Targeted Public Distribution system (TPDS)	Public distribution system	Department of Food and Public Distribution			
viii. Issues related to admission in Government Primary school	Education	Department of Education			
ix. Issues related to provision of Mid-day meal for students in Government schools	Education	Department of Education			
x. Request to arrange Health check-up for students in Government schools	Education	Department of Education			
xi. Issues related to feeding programmes of AWC	Women and child development	Department of Women & Child Development			
xii. Issues related to immunization of children and mothers by Asha & Anganwadi centres	Women and child development	Department of Women & Child Development			
xiii. Request for enrolling in Skill training programmes	Technical training and vocational education	Ministry of Skill Development & Entrepreneurship			
xiv. Request to setup community kitchen for feeding destitute	Welfare of the weaker sections	Ministry of Social Justice and Empowerment			
xv. Any Other (if yes, please specify)	<State to specify>	<State to Specify>			
I. Public Libraries					
i. Provision of Public libraries with adequate number of books and	Libraries	<State to Specify>			

Service	Sector	Ministry/ Line department	Panchayat as a Service Owner (Yes/ No)	Panchayat as a Service Stakeholder only (Yes/ No)	Services delivered online (Yes/ No)
periodicals					
ii. Any Other (if yes, please specify)	Libraries	<State to Specify>			
J. Connectivity					
i. Maintenance of Village roads	Roads, culverts, bridges, ferries, waterways and other means of communication	Ministry of Rural Development			
ii. Any Other (if yes, please specify)	<State to specify>	<State to Specify>			
K. Digital Services					
i. Availability of Wi-fi Service in Panchayat	Maintenance of community assets	Department of Telecom			
ii. Issues related to internet Service in Panchayat	Maintenance of community assets	Department of Telecom			
iii. Any Other (if yes, please specify)	<State to specify>	<State to Specify>			

Annexure-I

A. 29 Sectors/ Functions assigned to the Panchayats

1. Agriculture, including agricultural extension.
2. Land improvement, implementation of land reforms, land consolidation and soil conservation.
3. Minor irrigation, water management and watershed development.
4. Animal husbandry, dairying and poultry.
5. Fisheries.
6. Social forestry and farm forestry.
7. Minor forest produce.
8. Small scale industries, including food processing industries.
9. Khadi, village and cottage industries.
10. Rural housing.
11. Drinking water.
12. Fuel and fodder.
13. Roads, culverts, bridges, ferries, waterways and other means of communication.
14. Rural electrification, including distribution of electricity.
15. Non-conventional energy sources.
16. Poverty alleviation programme.
17. Education, including primary and secondary schools.
18. Technical training and vocational education.
19. Adult and non-formal education.
20. Libraries.
21. Cultural activities.
22. Markets and fairs.
23. Health and sanitation, including hospitals, primary health centers and dispensaries.
23. Health and sanitation, including hospitals, primary health centers and dispensaries.
24. Family welfare.
25. Women and child development.
26. Social welfare, including welfare of the handicapped and mentally retarded.
27. Welfare of the weaker sections, and in particular, of the Scheduled Castes and the Scheduled Tribes.
28. Public distribution system.
29. Maintenance of community assets.

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B. List of Ministry/ Line Department

Department

1. Department of Agriculture
2. Department of Animal Husbandry and Dairying
3. Department of Art and Culture
4. Department of Chemicals & Petrochemicals
5. Department of Drinking Water
6. Department of Education
7. Department of Finance
8. Department of Fisheries
9. Department of Food and Supply
10. Department of Forest
11. Department of Handloom and Textile
12. Department of Health & Family Welfare
13. Department of Higher and Technical Education
14. Department of Horticulture
15. Department of Information Technology
16. Department of Irrigation
17. Department of Khadi
18. Department of New and Renewable Energy
19. Department of Panchayati Raj
20. Department of Power
21. Department of Revenue
22. Department of Rural Development
23. Department of Skill Development
24. Department of Small-Scale Industries
25. Department of Social Justice
26. Department of Sports
27. Department of Water Resource
28. Department of Women & Child Development
29. Electricity Board
30. Registrar of Cooperative Societies
31. Rural Road Development Corporation/ PWD



अपर मुख्य सचिव

पंचायती राज विभाग

भारतीय कृषि

संयुक्त सचिव
भारत सरकार
पंचायती राज मंत्रालय
JOINT SECRETARY
Government of India
Ministry of Panchayati Raj
11th Floor, Jeevan Prakash Building
25, Kasturba Gandhi Marg
New Delhi-110001
Tel: +91-11-23356556, Fax: +91-11-23354816
E-mail: ap.nagar@gov.in
Mob: 9411600727

संयुक्त सचिव

भारत सरकार

पंचायती राज मंत्रालय

JOINT SECRETARY

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New Delhi-110001

Tel: +91-11-23356556, Fax: +91-11-23354816

E-mail: ap.nagar@gov.in

Mob: 9411600727

Dated 16th June, 2021

D.O. No: N-19011(16)/1/2021-e-Panchayat

Dear Madam/Sir,

This is in continuation to the D.O. of even no. dated 14th June, 2021 from Additional Secretary, Ministry of Panchayati Raj regarding release of Citizen Charter by Hon'ble Minister, Panchayati Raj, Rural Development, & Agriculture and Farmers Welfare. The States may translate the Citizen Charter in local language and customise it per local needs and requirements.

2. Each Panchayat is now expected to formulate a Citizens Charter. The Charter with the approval of Gram Sabha should include:

- Vision and mission of the Panchayat
- Service standards or the procedure of procurement of services including the name of the services, details of the services, time frame for delivery of services, name and contact details of the persons in the Panchayat responsible for providing the services
- Grievance redressal mechanism including the details of higher authority

While preparing the Charter, the Panchayats would be required to deliberate on various services and seek the views of the Panchayat Secretary and other concerned officials in corresponding departments.

3. It becomes critical that a concerted effort towards formulation of the Citizen Charter is made on a mission mode. This would enable and strengthen decentralization of local governance, establishing accountability and ensuring transparency in the system. The Ministry would be initiating the Meri Panchayat, Mera Adhikaar, Jan Sevaayein Hamaare Dwaar Campaign from 01st July-15th August, 2021, wherein the Panchayats are expected to hold structured Gram Sabha meeting to finalise the respective Citizen Charter. Secretary, Ministry of

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S.O. (31/79)

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28/06/21

Panchayati Raj would be formally inaugurating the campaign on 30th June, 2021. In this regard, various activities and timelines for the campaign may be referred in the table below. It is now required that the States may issue the necessary directions to the Panchayats, mobilizing the requisite resources in this effect.

S. No.	Activities	Timeline
1	Roll out of facilitators Training Module by NIRDPR	28 th June, 2021
2	Appointment of Nodal Officers (State, District & Block levels) and Registration on web portal by all the nodal officers	25 th June, 2021
3	Additional Chief Secretary/Principal Secretary/ Secretary PR department to hold a meeting of the stakeholders to provide an impetus to the campaign	1 st week of July
4	Uploading of Gram Sabha meetings schedule	01 st July, 2021
5	Appointment of facilitators for every Gram Panchayats	01 st July, 2021
6	Completion of training of facilitators by NIRDPR/ SIRD/PRIT	09 th July, 2021
7	Appointment of frontline workers of line departments for Gram Sabha meetings	01 st July, 2021
8	Publishing of approved citizen charter	By 15 th August, 2021

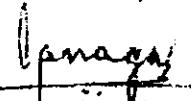
4: As a first step, the name of the State Nodal Officers for this campaign may be finalised and shared with the Ministry for generating the State nodal officer credentials. For any technical issues, Mayank Kharbanda, Consultant, MoPR (Mayank.kharbanda@nic.in) and Ms. P. Laxmi, Sr. Technical Director, NIC (p.laxmi@nic.in) may be contacted.

5. Further, an Orientation meeting on the campaign has been scheduled on 21st June, 2021 at 11:30AM. It is requested that the State Nodal officers may attend the said meeting. The details of the VC may be seen in the Annexure.

With Regards,

Yours sincerely

Encl: As above


(A.P. Nagar)

③

To

Additional Chief Secretary/ Principal Secretary/ Secretary, PR department (All States/ UTs)

Copy To

1. Dr. G. Narendra Kumar, DG, NIRDPR
2. Ms. Manie Khaneja, Deputy Director General, NIC- Panchayat Informatics

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Annexure

Details of the Video Conference to be held on 21st June, 2021 at 11:30 am

Webroom details:

Info@desk.gov.in for any queries regarding the meeting.

[Redacted]

[Redacted]

NOTE: All participants are requested to attend the meeting from their respective State/Ministry/Department.

Webrooms would be moderated by their respective State/Ministry/Department.

Over COVID-19, are requested to attend the meeting from their respective State/Ministry/Department.

[Redacted]

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श्री चंद्रा शंकर कुमार, आई.एस.



Handwritten signature/initials

पंचायती राज मंत्रालय
भारत सरकार
टॉवर- II, 9वां तल
जीवन भारती बिल्डिंग
नई दिल्ली- 110001

Dr. Chandra Shekhar Kumar, IAS
PR SECRETARY
NIC-21725301
chandra.kumar@nic.in

MINISTRY OF PANCHAYATI RAJ
GOVERNMENT OF INDIA
Tower-II, 9th Floor,
Jeevan Bharati Building,
New Delhi-110001

Handwritten signature/initials

30.6.21
11.00 AM

Dated: 22nd June, 2021

D.O. No: N-19011(16)1/2021-e-Panchayat

To: Madam / Sir

This is in continuation to my D.O. of even no. dated 14th June, 2021 regarding release of Citizen Charter by Hon'ble Minister, Panchayati Raj, Rural Development, & Agriculture and Farmers Welfare.

S.O. 9

Panchayats, the third tier of the local self-government are the main pillars of equitable & sustainable development in Rural India, being responsible for delivery of development at Gram Panchayat level through democratic decentralisation; participative local governance and citizen centred service delivery.

3. Service delivery forms the bulwark of any efficient administration. Different States/UTs have adopted different models for providing services to citizens at Panchayat level. In order to transform the Panchayats into symbols of modernity, transparency and efficiency, and to encourage integrated (electronic) service delivery at Panchayat level, the Model Citizen Charter for the Panchayats was released by Hon'ble Minister, Panchayati Raj, Rural Development & Agriculture and Farmer Welfare on 04th June, 2021.

4. In this reference, the Ministry would now be initiating the Meri Panchayat, Mera Adhikaar- Jan Sevaayein Hamaare Dwaar Campaign from 01st July- 15th August, 2021, wherein the Panchayats are expected to hold structured Gram Sabha meetings to finalise the respective Citizen Charter. The campaign would be formally launched by Secretary, Ministry of Panchayati Raj on 30th June, 2021 at 11:00 am. You are requested to attend the said meeting. The details of the Video Conference (VC) may be seen in the Annexure.

Respectfully

Yours Sincerely,

Handwritten signature of Dr. Chandra Shekhar Kumar
22-6-2021
(Dr. Chandra Shekhar Kumar)

Encl: As above

To
Additional Chief Secretary/ Principal Secretary/ Secretary, PR department (All States/ UTs)

Copy To:

1. Dr. G. Narendra Kumar, DG, NIRDPR
2. Ms. Manie Khaneja, Deputy Director General, NIC- Panchayat Informatics

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Annexure

Video Conference (VC) details for the launch of Meri Panchayat, MeraAdhikaar- Jan SevaayeinHamaareDwaarCampaign on 30th June, 2021

URL : <https://bharatvc.nic.in/join/7847881734>
Conference ID: 7847881734
Password : 620949

VIDEO CONFERENCING DIVISION
NATIONAL INFORMATICS CENTRE, New Delhi

Confirmation of VC Session Booking

Dear Sir/Madam,

Please do not reply to vc-support@nic.in in this mail as it is system generated

VC-ID(Siatis)	1335756 [Confirmed]
DATE	30-06-2021
TIME (Duration)	11:00 AM - 01:00 PM [02.00 Hrs]
Booked by	sudhansu (sudhansu.kumar@nic.in) ; NIC Official
VC LEVEL	Secretary, Govt. of India
MINISTRY	Ministry of Panchayati Raj
DEPARTMENT	Panchayati Raj
PURPOSE	launching of Citizen Charter Campaign
VC COORDINATOR	DL-Delhi

Remark

PARTICIPATING SITES : (35)

1 - DL -Panchayati Raj Secy (Host Studio) 2 - AN-Pon Bhow NIC. 3 - AP-VIJAYAWADA APSC 4 - AR-Itanagar NIC (Secretariat) 5 - AS-Guwahati NIC 6 - CG-Naya Raipur NIC 7 - CH-Chandigarh NIC 8 - DD-Oaman NIC 9 - DL-Delhi Sachivaya 10 - DR-Sivassa NIC 11 - GA-North Goa 12 - GJ-Gandhinagar Geer 13 - HP-Shimla NIC 14 - HR-Chandigarh NIC 15 - JK-Jammu NIC 16 - KA-BLR NIC (VIKASA SOUDHA R NO 117). 17 - KL-Thiruvananthapuram NIC 18 - LD-Kavarati NIC 19 - MH-Mumbai Sectt 20 - ML-Shillong NIC 21 - MN-Imphal NIC 22 - MP-Bhopal NIC 23 - MZ-Aizwal NIC 24 - NL - NIC State Centre 25 - OR-Bhubneshwar NIC 26 - PB-Chandigarh NIC 27 - PY-NIC Puducherry 28 - SK-Gangtok NIC 29 - TN-Chennai NIC 30 - TR-Agartala NIC 31 - TS-Hyderabad NIC 32 - UK-Dehradun NIC 33 - UP-Lucknow NIC 34 - RJ-Jaipur Sectt 7 35 - WB Kolkata WBPRD

WEBROOM : -NA-

OUTSIDE NICNET SITES : -NA-

External Details : External Webroom :- <https://bharatvc.nic.in/join/7847881734> (620949)

NOTE: For any information or modification related to this VC Session may please contact to sudhansu (Email: sudhansu.kumar@nic.in Mobile No. 9554386545). Always mention VC-ID for further communication.

Webrooms would be moderated by their respective State / Ministry / Department.

Due to COVID -19 you are requested to attend VC meeting from studio with minimum number of participants to maintain social distance

Please do not reply to this mail. This is an auto generated mail and replies to this email are not attended to.

All complaints/queries related to Video Conferencing should be forwarded through the following Webmail

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Minute by Minute Programme

Time	Agenda Item	By
11:00- 11:05 am	Welcome & Introductory Remarks	Dr.C.S. Kumar, Additional Secretary. MoPR
11:05- 11:20 am	Citizen Charter Campaign, its intended scope	Presentation by Sh. Alok P. Nagar, Joint Secretary (Governance), MoPR
11:20- 11:25 am	Launch of the Meri Panchayat, MeraAdhikaar- Jan SevaayeinHamaareDwaar Campaign	Secretary, MoPR
11:25- 11:40 am	Keynote address	Secretary, MoPR
11:40- 11:45am	Concluding Remarks	Sh. Alok P. Nagar, Joint Secretary (Governance), MoPR