

GOVERNMENT OF INDIA
MINISTRY OF PANCHAYATI RAJ
LOK SABHA
UNSTARRED QUESTION NO. 3269
ANSWERED ON 21.03.2023

CITIZEN CHARTERS FOR GRAM PANCHAYATS

3269. SHRI SUSHIL KUMAR SINGH:

Will the Minister of PANCHAYATI RAJ be pleased to state:

- (a) whether the Model Citizen Charters for Gram Panchayats have been formulated and functioning in all Gram Panchayats in the country;
- (b) if so, the details thereof;
- (c) whether there is any mechanism established by the Government related to the redressal of grievance and the record of the response against the rejected cases by the Panchayat; and
- (d) if so, the details thereof?

ANSWER

THE MINISTER OF STATE FOR PANCHAYATI RAJ

(SHRI KAPIL MORESHWAR PATIL)

(a) & (b) Ministry of Panchayati Raj has prepared a Model Panchayat Citizens Charter/ framework for delivery of the services across the 29 sectors, aligning actions with localised Sustainable Development Goals (SDGs) for the Panchayats to adopt & customize. The aim is to provide services to the people in a time bound manner, redressing their grievances and improving their lives. The 'Meri Panchayat, Mera A dhikaar- Jan Sevaayein Hamaare Dwaar' campaign was rolled out from 01st July to 30th September, 2021. The campaign had emerged as an effective strategy for ensuring the Gram Panchayats have a Citizen Charter approved by the respective Gram Sabhas in place, cataloguing the different categories of services rendered to the citizen by the Panchayat and the time limit for such service.

As on date, over 2.32 Lakh Gram Panchayats across 31 States/ UTs have conducted Gram Sabha and 2.15 Lakh Gram Panchayats have now finalised their Citizen Charters.

(c) & (d) With Panchayats being the State subject, the service delivery and the related grievance redressal mechanisms are determined, managed and monitored by the respective State Government themselves.
