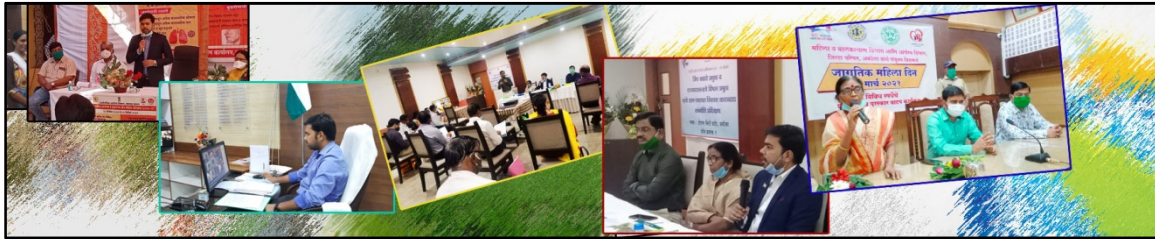




## Zilla Parishad Akola

### -: Citizen Charter :-

Empowering Citizens through Transparent and effective delivery of public services.



# **Citizen Charter for Gram Panchayats**

## **1. 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.

## **2. 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.

## **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 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. **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 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.

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.

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.

## Citizen Charter for Gram Panchayats

### PREAMBLE

WE, the Elected Representatives and Officials of Akola Zilla Parishad, 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.

# **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.

## 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
<b>Certificate / License / Permissions</b>						
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-

### 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-



## 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-
<b>Administrative / Governance</b>						
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-

## 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						
<b>Development Related</b>						
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-

### 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-

## 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						
<b>COVID/ Public Health Related measures</b>						
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-	-do-
<b>Taxation</b>						
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-

### 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

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 property value certificate	Ownership document	-do-	3 days	-do-	As determined by the competent authority
<b>Drinking Water Supply</b>						
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/

## 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-
<b>Sanitation</b>						
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-

## 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
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



## 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-
<b>Street Lighting</b>						
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-

## 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
<b>Community Assets</b>						
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

## 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
<b>Welfare Related</b>						
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 iv. Aadhar Card	-do-	15-30 days	-do-	BDC or Zilla Parishad/ Panchayat President

## 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	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/

## 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-

## Citizen Charter for Gram Panchayats

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<b>Public Libraries</b>						
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
<b>Connectivity</b>						
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-

## Citizen Charter for Gram Panchayats

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<b>Digital Services</b>						
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-

मुख्य कार्यकारी अधिकारी

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### जिल्हा परिषद अकोला अंतर्गत सर्व पंचायत समितीचे गटविकास अधिकारी यांचे नाव व संपर्क

अ.क्र.	पंचायत समिती चे नाव	पदनाम	कार्यालयीन दूरध्वनी क्रमांक
१.	अकोला	गटविकास अधिकारी (प्र.), पंचायत समिती अकोला	०७२४-२४१०१८७
२.	अकोट	गटविकास अधिकारी, पंचायत समिती अकोट	०७२५८-२२२६०८
३.	बाळापुर	गटविकास अधिकारी, पंचायत समिती बाळापुर	०७२५७-२२२१२५
४.	बार्षिटाकळी	गटविकास अधिकारी (प्र.), पंचायत समिती बार्षिटाकळी	०७२५५-२४२०३२
५.	मूर्तिजापूर	गटविकास अधिकारी, पंचायत समिती मूर्तिजापूर	०७२५६-२४३४३३
६.	पातूर	गटविकास अधिकारी, पंचायत समिती पातूर	०७२५४-२४३२२४
७.	तेल्हारा	गटविकास अधिकारी (प्र.), पंचायत समिती तेल्हारा	०७२५८-२३१२२



### **Citizen Charter:**

**Empowering Citizens through Transparent and effective delivery of public services.**